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EMR Delivery Body Portal Customer Survey Results

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Purpose of Portal Survey

EMR Delivery Body launched the EMR New portal in June 2024.

We adopted an agile delivery approach which means that after the launch of the **Initial Version** of the Portal, we will deploy further improvements quarterly.

Take direct feedback from customers to facilitate a transparent and collaborative partnership in delivering an **improved customers' experience**.

Design of Survey

The Portal Survey was sent to all active Capacity Market Portal Users.

The Portal Survey was open for **4 weeks** from 15 October 2024 to 11 November 2024.

Surveys completed - **36**

Organisations represented - **32**

Responders represent approximately **50%** of active CM agreement capacity

Survey Questions

Customers were asked to rate the following on a scale of 1 to 10, where 1 is very dissatisfied and 10 is very satisfied:

- The performance of the New Portal
- Experience of using the new Knowledge Site
- Overall experience using the EMR DB New Portal
- Experience of accessing and using the Regulatory Reports (Capacity Market Registers and Volume Reallocation Register)

Customers were also invited to provide verbatim comments as feedback alongside the scoring, i.e.

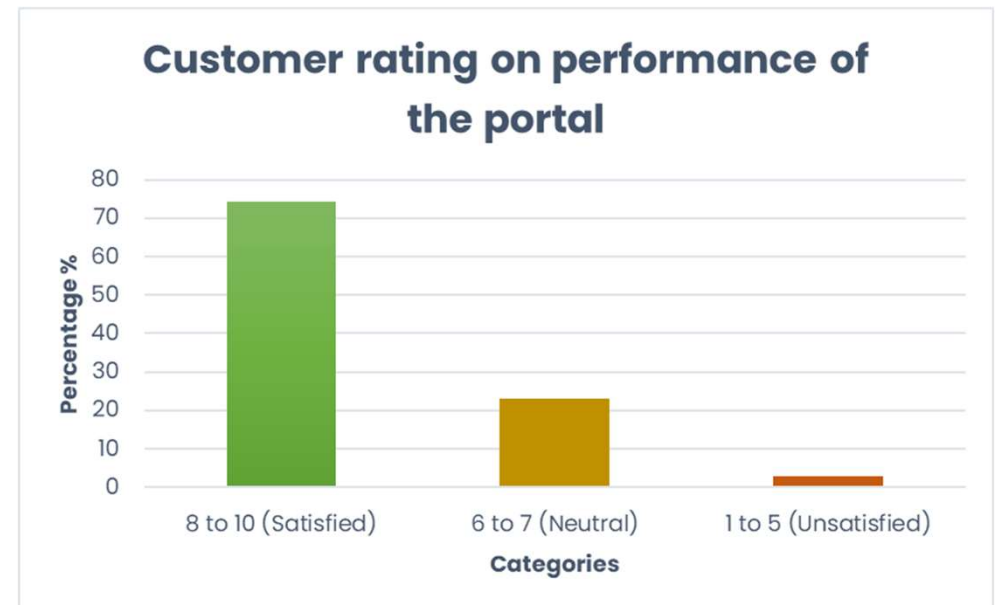
- What did you like or find most positive about the EMR DB New Portal?
- What areas did you find more challenging or did not meet your expectations in the EMR DB New Portal?
- Based on the areas you have interacted with, are there any improvements you would suggest?
- Please provide any thoughts on the new Knowledge Site feature and guidance content?
- What factors led to the rating you gave (against the CMR and VR)

Survey Summary – Performance

How would you rate the **performance** of the New Portal on a scale of 1 to 10, where 1 is very slow and 10 is very fast?

Total Number of responses – 35

Median Score – 8

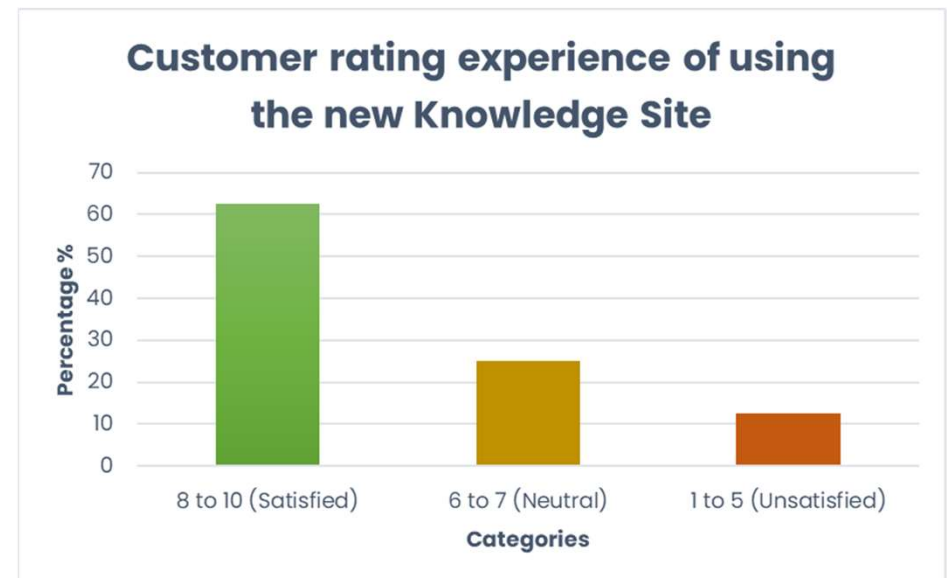


Survey Summary – Knowledge Site

Please rate your experience of using the new **Knowledge Site**, on a scale of 1 to 10, where 1 is very dissatisfied and 10 is very satisfied?

Total Number of responses – 32

Median Score – 8



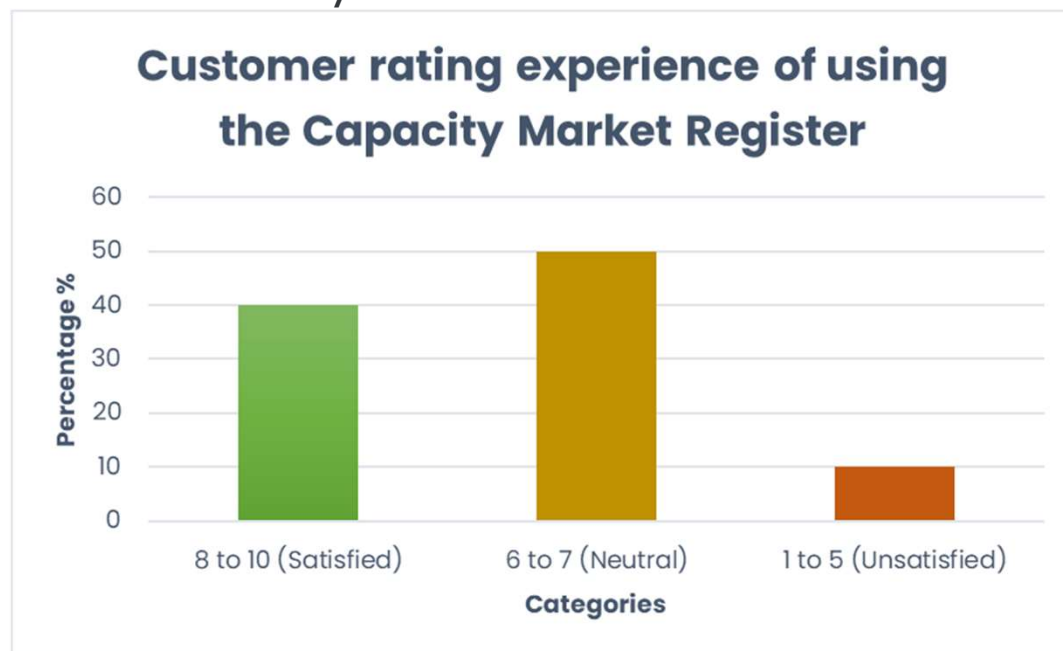
Survey Summary - CMR

Please rate your experience of accessing and using the **Capacity Market Register (CMR)**, on a scale of 1 to 10, where 1 is very dissatisfied and 10 is very satisfied?

Total Number of responses - 20

Median Score - 7

We received a very low number of responses regarding the Volume Reallocation Register, with no specific commentary provided so have not included in this report.



Survey Summary – Overall Experience

How would you rate your **overall experience** using the EMR DB New Portal on a scale of 1 to 10, where 1 is very dissatisfied and 10 is very satisfied?

Total Number of responses – 36

Median Score – 7.5



Positive Progress

What did you like or find most **positive** about the EMR DB New Portal?

Support Team – recognition of the EMR Delivery Body teams support & response to queries

Portal Ease Of Use – intuitive, logical and clear layout making it easier to navigate.

PQ Application Process – ease of creating applications, less time consuming and more user friendly.

Outstanding Activities Function – specific recognition of the value in the new system feature to help capacity providers understand their obligations.

Exhibits – improved process to create and manage required Exhibits.

Single Sign On – ability to view all companies within a single log-in.

Digital Signatures – streamlined process for obtaining Director's signatures

Improved Capacity Market Register Usability – increase in usability compared to the previous version

Areas for Improvements



What areas did you find more **challenging** or did not meet your expectations in the EMR DB New Portal? Based on the areas you have interacted with; are there any **improvements** you would suggest?

Portal functionality

CMU Management – inability to clone CMUs where CMU category changes.

Secondary Trading – specific customer issue impacting the process

Outstanding Activities Function – ability to archive.

Notifications & Warnings – more information required on prequalification submission status and CMU updates clarifications

Authentication Process – choice of third-party provider for the Authentication service

Single Sign On – Initial process to access multiple portfolios using the same log in email address

Exhibit Generator tool

Digital Signatures – Expiry period too short and complexity of authentication process

Exhibits – ability to recall or amend an Exhibit rather than having to cancel and regenerate

User Experience

PQ Application Process – repetitive clicks and completion validations on data entry fields.

Filtering – limited options, ordering and memory of filters when moving between screens

Timeout Length – too short timeout duration parameter presenting challenges

User Interface Improvements – rearrangement of CMU information and linked data to enable more efficient tasks for customers, especially those with larger portfolios.

Data Management & Reporting

Capacity Market Registers – API functionality, naming conventions and accessibility.

Data Migration – specific data migration issues for customers.

Data Management – functionality to export Applications

Next Steps

Follow up with customers to clarify comments provided.

Prioritise customer improvements with the Portal User Group.

Customer improvements will be consolidated and considered against the **EMR DB Customer Portal Delivery plan** – please take a look on the EMR DB Portal Website.

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Thank you

If you have any questions, or would like to talk in more detail about your portal experience to date, please feel free to get in touch with the team:

box.newemr.itteam@nationalenergyso.com

Thank you for your time and continued support.