

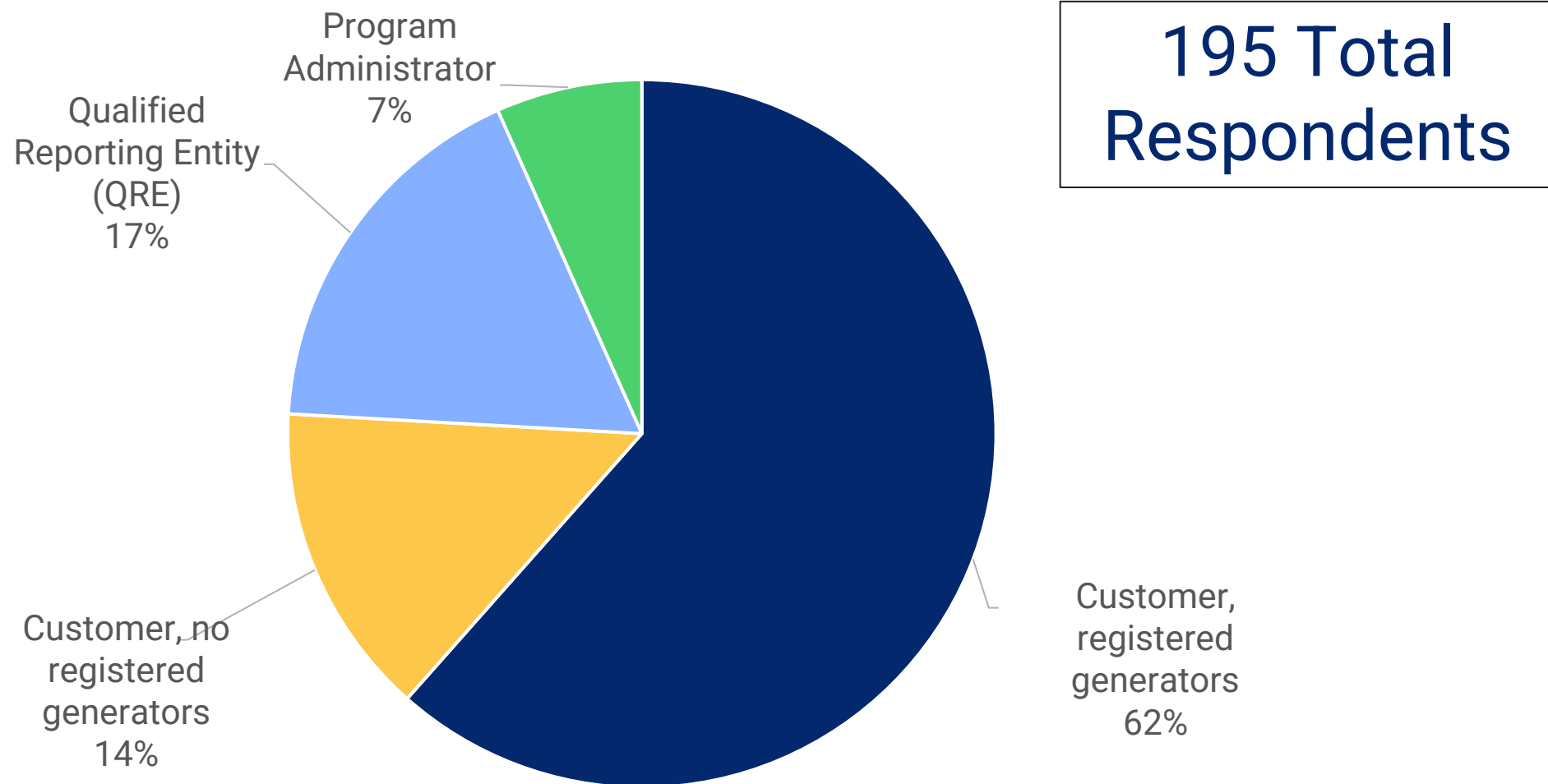
User Survey Summary

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WREGIS Director

**Electric Reliability
& Security for the West**

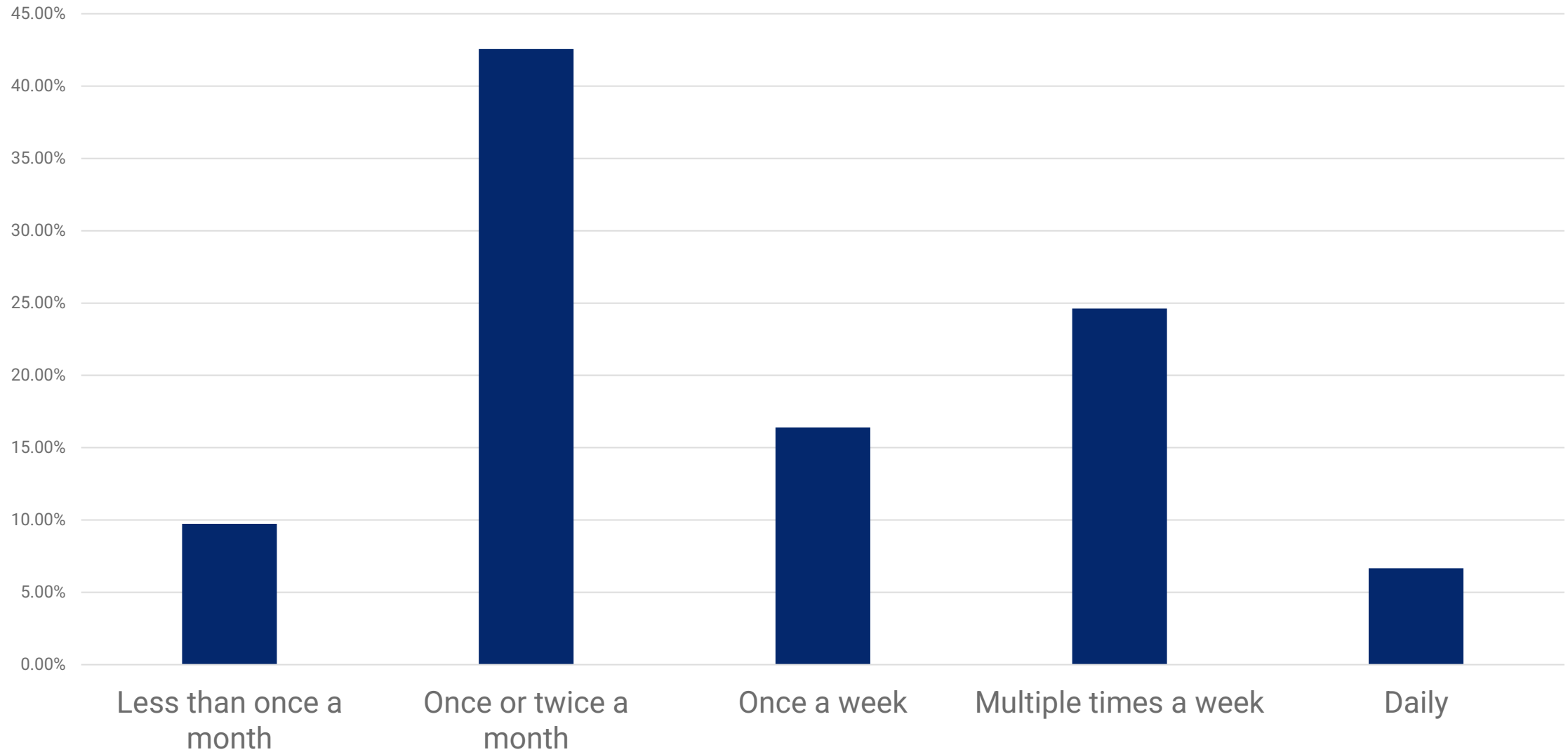
August 25, 2025

Respondent by WREGIS organization type

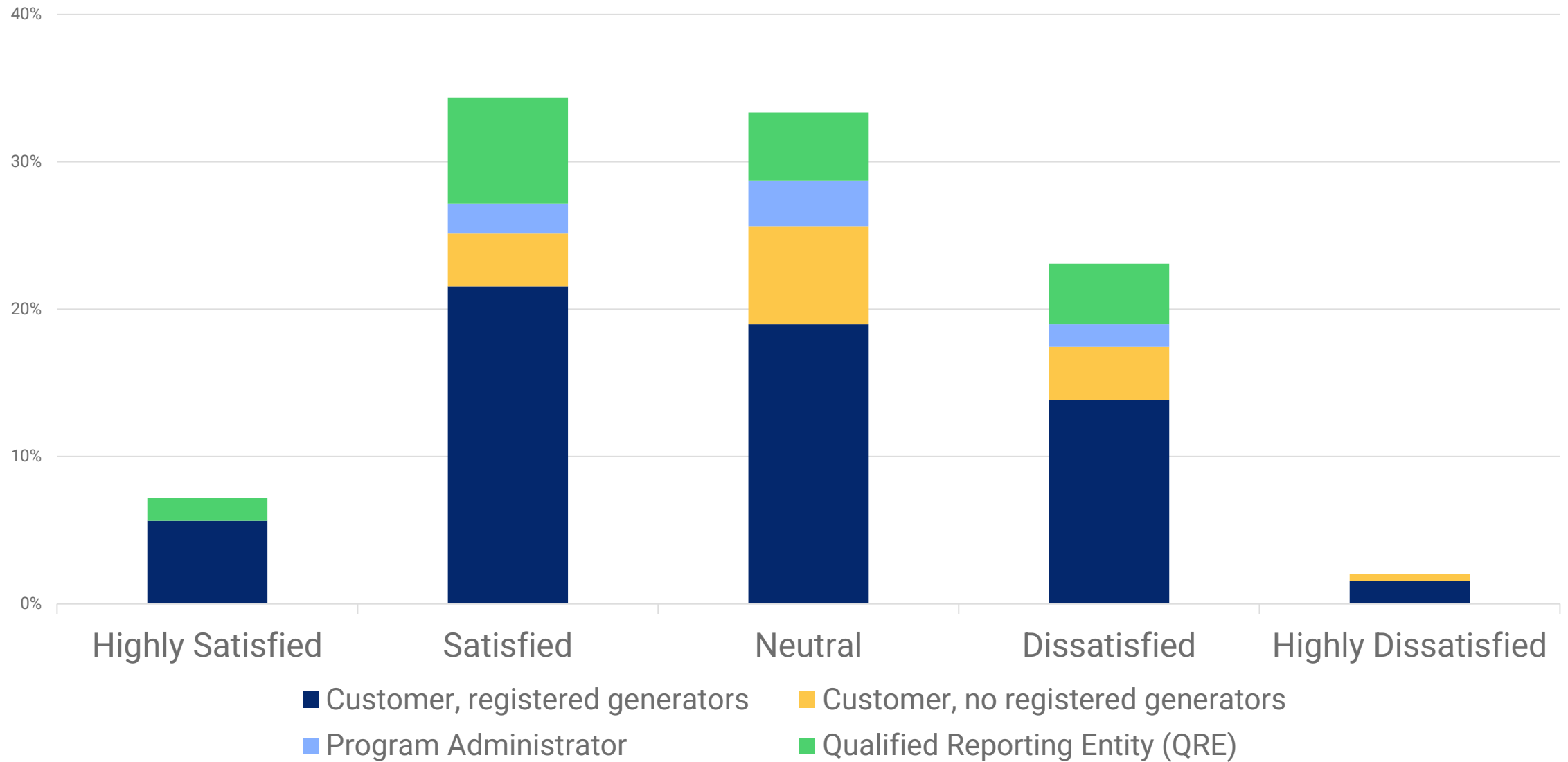




Login frequency of respondents



Overall system satisfaction



Features with the highest or lowest satisfaction

- Highest satisfaction level
 - Login Management
 - User notifications
- Lowest satisfaction level
 - Report downloads
 - E-Tags
 - DGGs

Customer service satisfaction

	Satisfied or Highly Satisfied	Neutral	Dissatisfied or Highly Dissatisfied
Online Training Documents	52.8%	36.0%	11.2%
In-Person Training	55.7%	32.9%	11.4%
Online Webinar Training	52.9%	33.9%	13.2%
Getting support when you call the WREGIS Helpdesk	62.5%	25.8%	11.7%
Getting support when you email the WREGIS Helpdesk	70.3%	18.6%	11.0%

New feature requests

- More than 150 survey takers answered this question, some with multiple suggestions.
- Most common suggestions included:
 - Accepting multiple transactions (or parts of transactions) at once.
 - Removing line or batch limitations on transactions.
 - File upload option for Distributed Generation Group (DGG) units.
 - File upload option for fuel and meter allocations.
 - Improved table filtering.
 - Downloading all reports in browser rather than sending them via email.
 - Customizable report views that save to the user profile.

How survey results are being used by WECC

- Helped validate that the MVP is concentrating on functions that customers need for their regular work.
- Offered valuable feedback on WREGIS customer support in areas such as training.
 - Example: offering more types of online training more often going forward.
- Offered ideas for software functions that may need to be added to our roadmap.
- Created a satisfaction baseline to measure the impact of software and customer support changes in the future.



WECC



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What type of WREGIS organization do you have access to?

Customer organization with registered generators	61.54%	120
Customer organization without registered generators	14.36%	28
Qualified Reporting Entity (QRE) organization	17.44%	34
Program Administrator organization	6.67%	13

How often do you login to WREGIS?

Answer Choices	Responses	
Less than once a month	9.74%	19
Once or twice a month	42.56%	83
Once a week	16.41%	32
Multiple times a week	24.62%	48
Daily	6.67%	13

What is your current overall satisfaction with the WREGIS platform?

Answer Choices	Responses	
Highly Satisfied	7.18%	14
Satisfied	34.36%	67
Neutral	33.33%	65
Dissatisfied	23.08%	45
Highly Dissatisfied	2.05%	4

How satisfied are you with the following WREGIS features?

	Highly Satisfied		Satisfied		Neutral		Dissatisfied		Highly Dissatisfied		N/A		Total
Registering a New Organization	3.16%	6	15.79%	30	19.47%	37	5.26%	10	0.53%	1	55.79%	106	190
Viewing/Managing Certificates Within Accounts	10.88%	21	40.41%	78	16.06%	31	13.47%	26	5.70%	11	13.47%	26	193
Initiating External or Internal Certificate Transfers	12.37%	24	36.60%	71	10.82%	21	13.40%	26	5.67%	11	21.13%	41	194
Accepting or Rejecting External Certificate Transfers	8.29%	16	32.64%	63	12.95%	25	9.33%	18	8.29%	16	28.50%	55	193
Recurring Transfers	5.21%	10	21.35%	41	17.71%	34	2.60%	5	3.13%	6	50.00%	96	192
Initiating Retirement or Reserve Transactions	5.21%	10	21.35%	41	13.54%	26	13.02%	25	5.21%	10	41.67%	80	192
Uploading Generation	6.19%	12	13.40%	26	10.82%	21	8.76%	17	1.03%	2	59.79%	116	194
Inputting Meter/Fuel Allocations	3.16%	6	4.21%	8	6.32%	12	4.74%	9	1.58%	3	80.00%	152	190
Accepting Pending Generation	8.90%	17	17.80%	34	10.47%	20	5.24%	10	0.52%	1	57.07%	109	191
Creating and Updating Generator Registrations	3.70%	7	13.23%	25	13.23%	25	5.82%	11	3.17%	6	60.85%	115	189
Creating and Updating DGG Registrations	1.59%	3	3.17%	6	5.29%	10	2.65%	5	5.29%	10	82.01%	155	189
Viewing e-Tags	1.05%	2	3.66%	7	8.90%	17	5.24%	10	2.09%	4	79.06%	151	191
Matching e-Tags	0.00%	0	2.62%	5	9.42%	18	1.57%	3	3.66%	7	82.72%	158	191
Unmatching e-Tags	0.00%	0	3.72%	7	9.57%	18	2.66%	5	2.13%	4	81.91%	154	188
Report Downloads	9.38%	18	27.08%	52	18.23%	35	22.40%	43	8.85%	17	14.06%	27	192
Login Management	16.75%	32	43.98%	84	19.37%	37	9.95%	19	2.09%	4	7.85%	15	191
User Notifications	16.75%	32	39.27%	75	24.08%	46	9.42%	18	2.62%	5	7.85%	15	191

How satisfied are you with the WREGIS training and customer support?

	Highly Satisfied		Satisfied		Neutral		Dissatisfied		Highly Dissatisfied		N/A		Total
Online Training Documents	8.29%	16	35.75%	69	30.05%	58	6.74%	13	2.59%	5	16.58%	32	193
In-Person Training	7.29%	14	15.63%	30	13.54%	26	2.60%	5	2.08%	4	58.85%	113	192
Online Webinar Training	8.33%	16	25.00%	48	21.35%	41	6.25%	12	2.08%	4	36.98%	71	192
Getting support when you call the WREGIS Helpdesk	13.33%	26	25.13%	49	15.90%	31	4.10%	8	3.08%	6	38.46%	75	195
Getting support when you email the WREGIS Helpdesk	27.69%	54	34.36%	67	16.41%	32	6.67%	13	3.08%	6	11.79%	23	195