<Public>
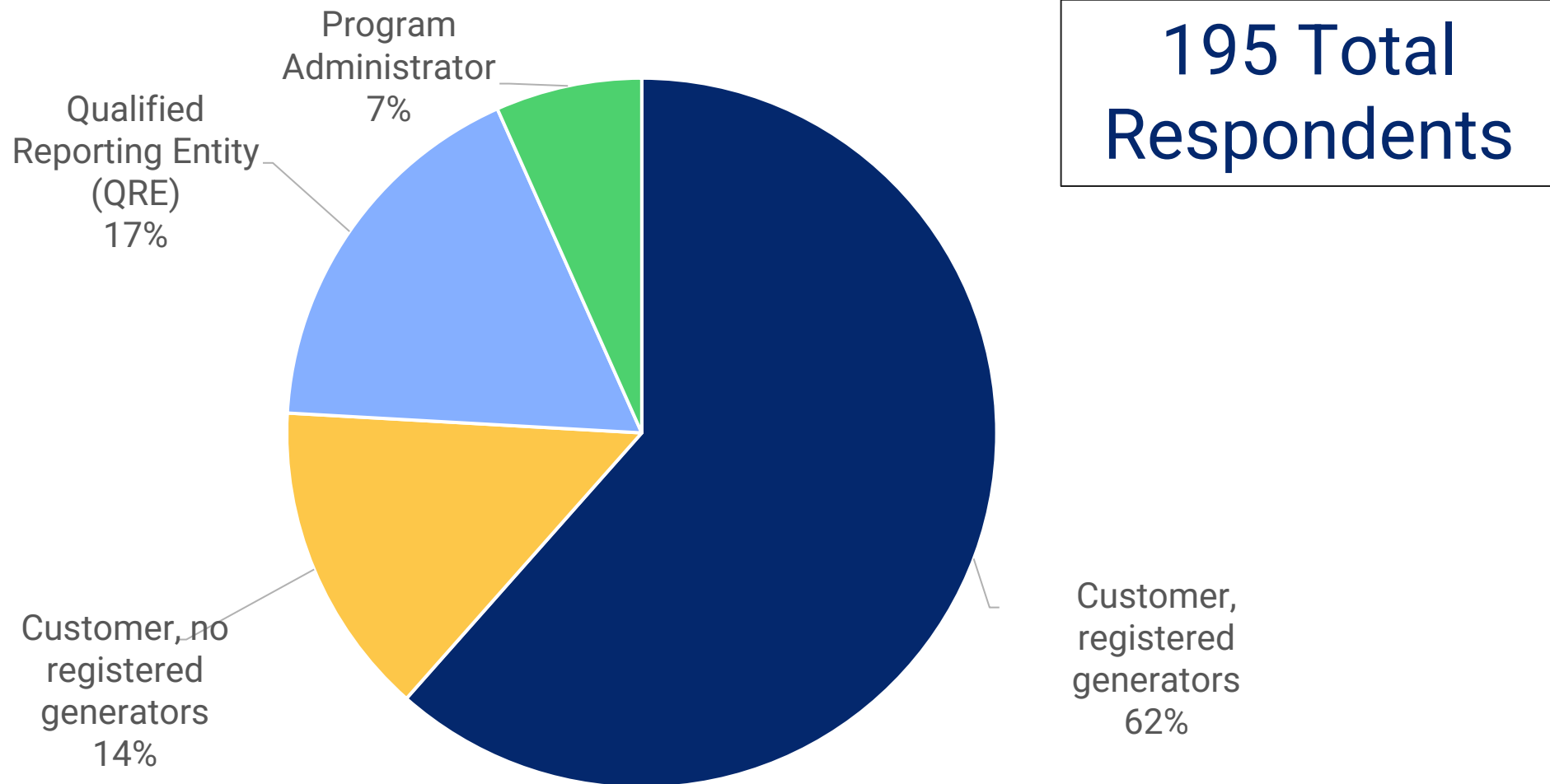
<Public>

User Survey Summary

Andrea Coon
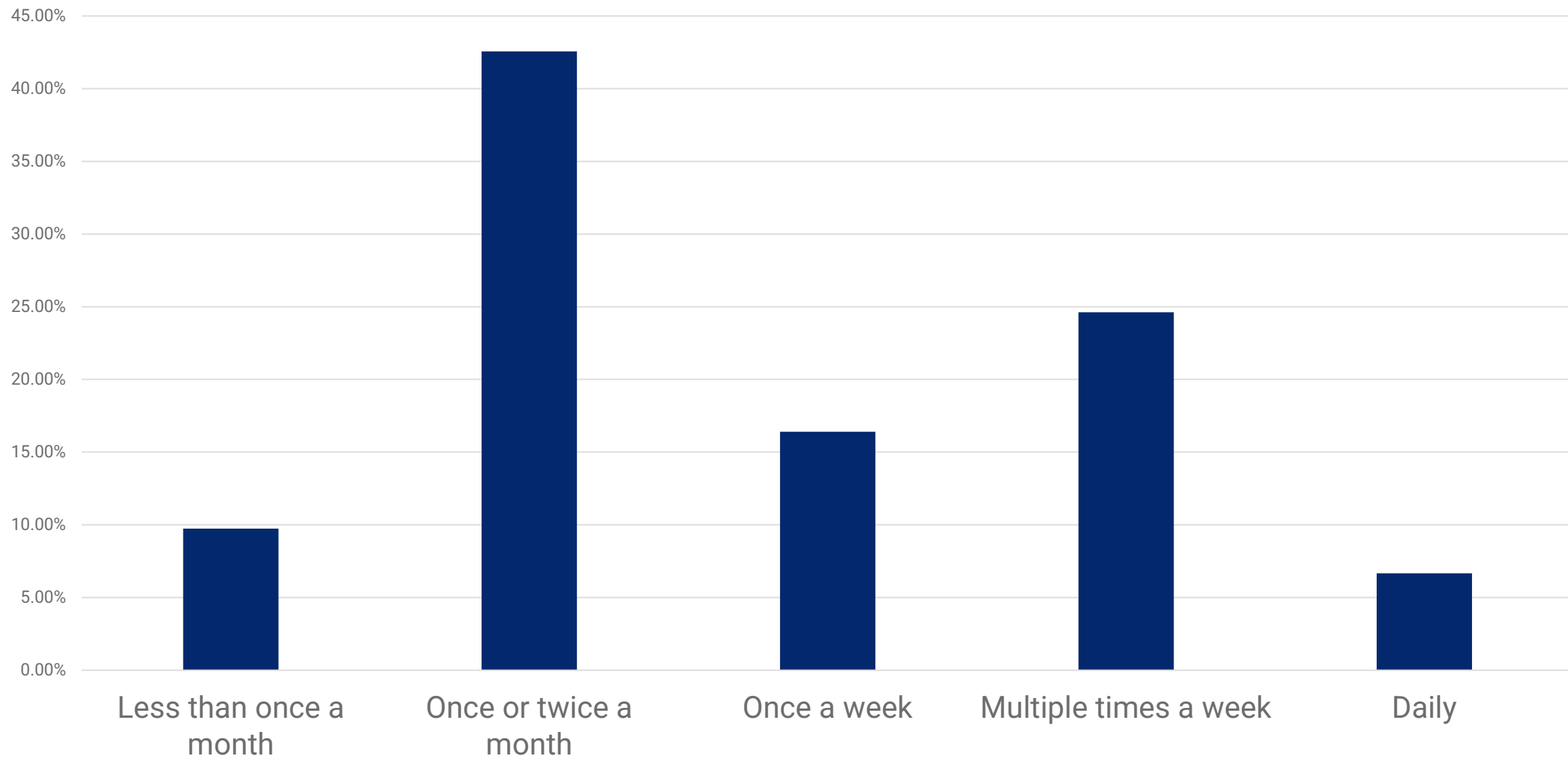*WREGIS Director*

**Electric Reliability
& Security for the West**

August 18, 2025

<Public>
<Public>

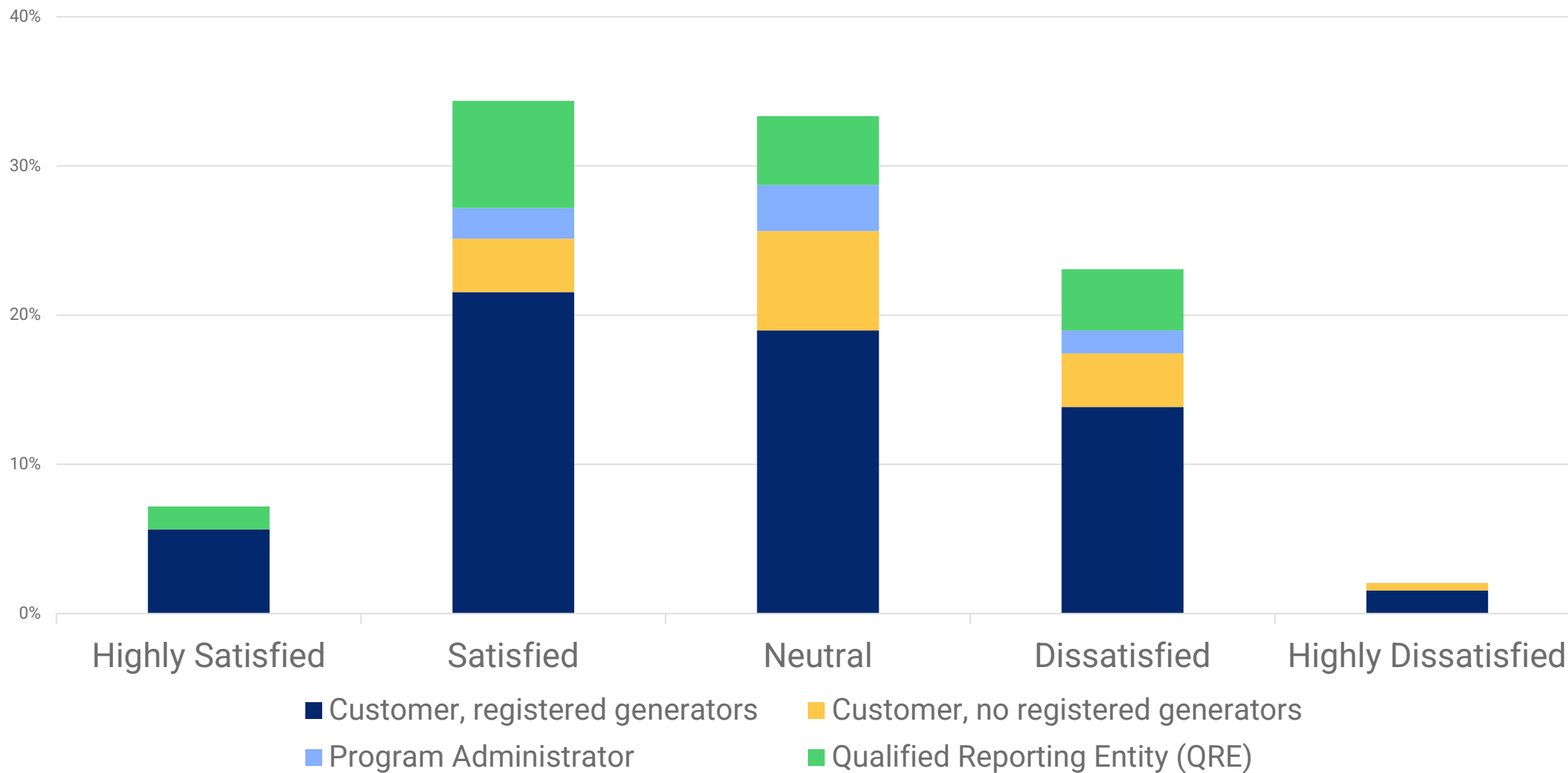# Q: What type of WREGIS organization do you have access to?

195 Total Respondents

Program Administrator
7%

Qualified Reporting Entity (QRE)
17%

Customer, no registered generators
14%

Customer, registered generators
62%

<Public>

Q: How often do you login to WREGIS?

<Public>

<Public>

<Public>

Q: What is your current overall satisfaction with the WREGIS platform?

Legend:
- Customer, registered generators (dark navy)
- Customer, no registered generators (yellow/gold)
- Program Administrator (light blue)
- Qualified Reporting Entity (QRE) (green)

Categories: Highly Satisfied, Satisfied, Neutral, Dissatisfied, Highly Dissatisfied

<Public>

Q: How satisfied are you with the following WREGIS features?

<Public>

Feature	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
Accepting or Rejecting External Certificate Transfers	12%	46%	18%	13%	12%
Accepting Pending Generation	21%	41%	24%	12%	1%
Creating and Updating DGG Registrations	9%	18%	29%	15%	29%
Creating and Updating Generator Registrations	9%	34%	34%	15%	8%
Initiating External or Internal Certificate Transfers	16%	46%	14%	17%	7%
Initiating Retirement or Reserve Transactions	9%	37%	23%	22%	9%
Inputting Meter/Fuel Allocations	16%	21%	32%	24%	8%
Login Management	18%	48%	21%	11%	2%
Matching e-Tags	0%	15%	55%	9%	21%
Recurring Transfers	10%	43%	35%	5%	6%
Registering a New Organization	7%	36%	44%	12%	1%
Report Downloads	11%	32%	21%	26%	10%
Unmatching e-Tags	0%	21%	53%	15%	12%
Uploading Generation	15%	33%	27%	22%	3%
User Notifications	18%	43%	26%	10%	3%
Viewing e-Tags	5%	18%	43%	25%	10%
Viewing/Managing Certificates Within Accounts	13%	47%	19%	16%	7%

<Public>

Q: How satisfied are you with WREGIS training and customer support?

	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%

<Public>

<Public>

Q: What new feature(s) would you like to see in WREGIS?

- 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.

<Public>

<Public>

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

WWW.WECC.ORG | (801) 582-0353

155 N 400 W, Salt Lake City, UT 84103, USA