Public

Capacity Market Portal; Responses To Customer Survey Feedback – Knowledge Site

Feb 2025

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Recap:
Purpose of the Capacity Market Portal Survey

EMR Delivery Body launched the EMR New portal in June 20024.

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.**

Survey Statistics

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 represented approximately 50% of active CM agreement capacity
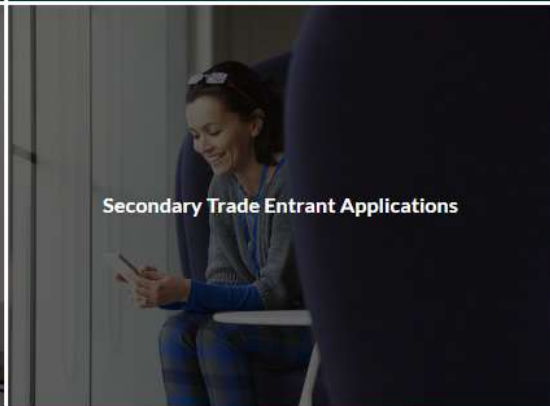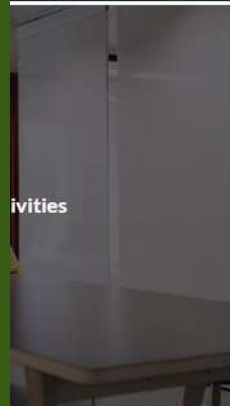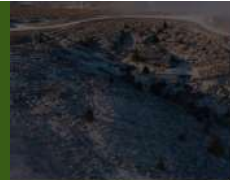
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Knowledge Site Feedback

Part of the Customer Survey asked for feedback on the new Knowledge Site. We took that feedback and suggestions and played them back to the relevant teams/staff in EMR Delivery Body.

This pack shares the responses to those suggestions and where applicable any further actions required.

Feedback/suggestion:

Retire the old portal guidance page

Response

❑ The new EMR Delivery Body website went live on Monday 27 January 2025. The old structure for any guidance documents has been removed and instead there are links to take you to the correct place according to whether you are in the Capacity Market or Contracts For Difference

❑ Additional tiles have now been set up on the CM Knowledge site to house the rest of the Capacity Market documents that remained in the old guidance area

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Feedback/suggestion:

If the pdfs (opened through the provided links) could be edited/highlighted before being saved locally, that would be very helpful (currently they are completed non-editable)

Response

❑ The user will have to download the pdf before they can edit it and they will need the appropriate pdf editor software installed to do this prior to saving it locally for future use

It would be really helpful if the documents were searchable (cltr f). I have to scroll and read every section to get to the relevant part because they are not searchable

Response

❑ Searching via 'cltr f' is available once the document has been opened as a pdf. There is a search function embedded within the Knowledge Site which allow users to search for key words and quickly find relevant articles.

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Feedback/suggestion:

Next to each question in the application can we have a button that will take you directly to the document that relates to that question

Response

❑ Guidance links in the application sections are not an option available to us in the Sales Force platform

Better guidance/examples should be provided for multi-unit sites that share a connection agreement/ capacity

Response

❑ We have raised with DESNZ and Ofgem that the CM Rules are not clear for multi-unit sites. We will update Guidance as and when any further information becomes available.

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Feedback/suggestion:

I still think a full end to end "CM prequal guidance document" for each technology type would be useful as before.

Have end-to-end guidance documents in addition to individual tasks/elements, so that providers can download this and use start to finish, rather than having to go into every task to get a full picture.

Response

❑ We used to have full end to end guidance, but previous customer feedback said it wasn't helpful - "too big"

❑ Guidance is now more aligned to the portal journey by CMU Type to avoid missing any key areas specific to that CMU type during the application process

❑ We are actively encouraging customers to follow the portal guided journey

❑ Individual articles are more digestible

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Feedback/suggestion:

Have a flow chart with docs attached at stages rather than just a list of guides docs

A flowchart diagram on the homepage where one could click through to the relevant step could be a nice visual way to present the different sections of the Knowledge Site

Response

❏ The new EMR Delivery Body website, launched Monday 27 January 2025, now has a flow chart mapping the customer journey and there are direct links to the guidance within that mapping. The link to that page is here

Feedback/suggestion:

Perhaps an additional way to navigate would be to search by CM Rule and see what pages relate to the given Rule.

Response

❑ The Knowledge Site does include CM rule references, which will be found if a rule reference is used in the search bar, where applicable and more CM rule references can be found within embedded guidance documents. However, CM rules are not extensively cited so the user is encouraged to view all relevant CM rules pertaining to that particular area.

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