

Billing, Settlements & Credit Section Survey Inflection Points

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Market Settlements Subcommittee
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- PJM Settlements group is currently working to reorganize and redesign the layout of Billing, Settlements & Credit section and subpages.
- Survey was distributed through MSS email list.
 - Multiple responses per member organization are encouraged. Any user who interfaces with the Billing, Settlements & Credit section is welcome to respond.
 - PDF/Word format was included in distribution email.
 - Survey is open until November 12, 2021 at 5PM EST.
- All information and feedback collected will be reviewed and considered as part of this improvement process.

- 79% percent of 33 responses gathered as of slide creation said information was overall easy to find.
 - Section contains a lot of helpful information.
 - If experienced and know where to look, information is easy to retrieve.
- However, a few responses indicated that information was somewhat or extremely difficult to find.
 - The main Billing, Settlements & Credit section page contains a lot of information to sift through.
 - Sometimes difficult to determine where certain information is stored.
 - Links to various documents or pages are scattered on certain pages and could be better organized.

- Include roadmap for changes to section pages.
- A few comments detailed expandability of categories on MSRS Reports Documentation page and difficulty of knowing where to look for specific report documentation.
 - Updates released late October 2021 to MSRS Reports Documentation page include always expanded report categories and removal of duplicate 5 minute report documentation. Allows for quick search (Control + F) of documentation on page.
- Ease of use from mobile devices.
 - Topic is out of scope from Settlement team design perspective, but will pass on any similar comments and suggestions to PJM web development team.

- For responders who indicated their wish to be contacted for additional feedback, we will reach out to set up discussions.
- Any users who have not had a chance to submit feedback through survey can still submit by November 12 at 5PM EST.
- Group will take into account all feedback from survey and additional comments are always welcome to be sent to mss@pjm.com.
- Additional updates regarding section design updates will be presented at MSS and Tech Change Forum meetings throughout 2022.

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**MSRS Reports Page + Billing,
Settlements & Credit
section design update**



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