

ENTSO-E Transparency User Group

Summary of user feedback

1. Overview

This report provides information to facilitate the work of ENTSO-E Transparency User Group (ETUG) group towards Platform improvements, through a consolidated overview of the user feedback.

This user feedback summary contains information gathered from:

- The online user survey of April 2015
- Google Analytics data
- Feedback received from users via the ENTSO-E Service desk

Both the user survey and feedback from the ENTSO-E Service desk indicate two main areas for improvement:

- Platform and user interface issues

A number of user interface issues are a source of frustration and wasted time for users. User survey respondents notice slowness to load and recurring error messages, no memory of country or time choices when changing data items; express a need for more filters (multiple values, Select all etc.); improved data labelling and the need for more download and display/data filtering possibilities. The main platform related issues gathered from ENTSO-E Service-desk concern the M2M functionality, data clarifications which converge with the user survey outcomes that highlight the need for more data information, and concerning the former ENTSO-E.net platform.

- Data consistency issues

The survey indicates some data inconsistency, gaps and lack of clear information, all of which impact user trust and the platform's relevance as a reliable source of data. The main issues raised concern untimely publication, revisions made to published data with no indication given, N/A gaps not being back-filled, publication delays, inconsistency with national platforms (Generation, Commercial Schedules...), and differing values across some borders. Feedback received via the ENTSO-E Service desk has highlighted issues with data of the following countries: Germany, France, Switzerland, United Kingdom and Netherlands; and borders: DE-CZ, DE-CH, CH-FR, AT-DE, and PL-CZ and GB-IE.

2. Google Analytics

Since go-live in January 2015:

- 27,000 Unique Visitors
- 70% of current visitors are returning visits
- The most visited data view page is: [Scheduled Commercial Exchanges](#) (12% of total page views)

Pages viewed by data category (86% of total pages: status of last week of March)

| Category | Pages viewed % | Bounce rate % | Category | Pages viewed % | Bounce rate % |
|--------------|----------------|---------------|-----------------------|----------------|---------------|
| Transmission | 54% | 35% | Outage | 3% | 71% |
| 'Homepage' | 9% | 23% | Balancing | 3% | 40% |
| Load | 8% | 40% | Congestion Management | 1% | 43% |
| Generation | 6% | 57% | Static support pages | 2% | 25% |

The bounce rate indicates the percentage of pages that visitors are leaving very quickly within each data category. In general, up to 40% is considered acceptable and under 20% a good rate (most websites are between 40-60%). A high bounce rate usually indicates: the information/page is not what the user is looking for, or the information on the page does not correspond to what the user expects to find.

The overall bounce rate for the Transparency Platform is within the acceptable range at 39%, with two areas of particular concern: Generation and Outage. This user activity corresponds with feedback and concerns received through the user feedback channels on data items in these categories.

Visits by geography – the top 20 (92% of total visits in March)

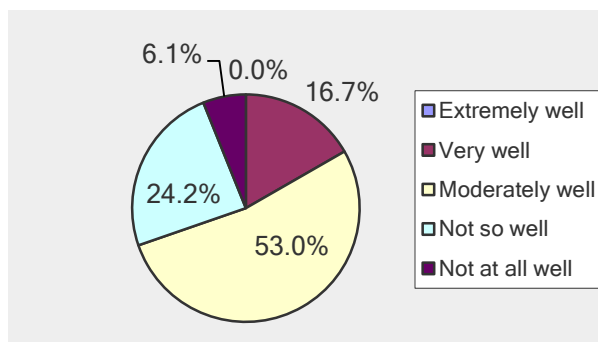
| Country | Visits % | Country | Visits % | Country | Visits % |
|----------------|----------|----------------|----------|-----------|----------|
| United Kingdom | 28% | Ireland | 3% | Latvia | 2% |
| Germany | 12% | France | 3% | Singapore | 2% |
| Norway | 6% | Hungary | 3% | Austria | 1% |
| Poland | 6% | Belgium | 3% | Italy | 1% |
| Netherlands | 5% | Denmark | 3% | Romania | 1% |
| Spain | 4% | Czech Republic | 3% | Serbia | 1% |
| Switzerland | 3% | Slovenia | 2% | | |

Detailed information on a few of the key metrics, measures will be presented during the 21 April meeting.

3. Transparency User Survey results

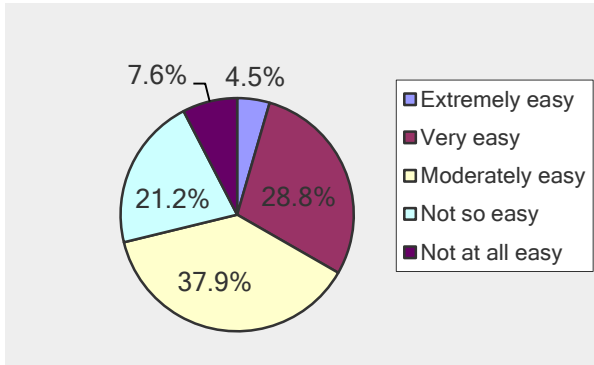
65 responses were received for the User Survey. Trends indicate a general appreciation of the platform, its structure and look and feel, with general dissatisfaction on the remaining data gaps, data inconsistencies, the lack of customisation, filtering and aggregation available on data displays and downloads, the lack of detailed information available for each data item and market, along with a number of interface ‘bugs,’ for example, the system not remembering user settings... More detail is given below in each Question summary.

1. Overall, how well does the Transparency Platform meet your needs?



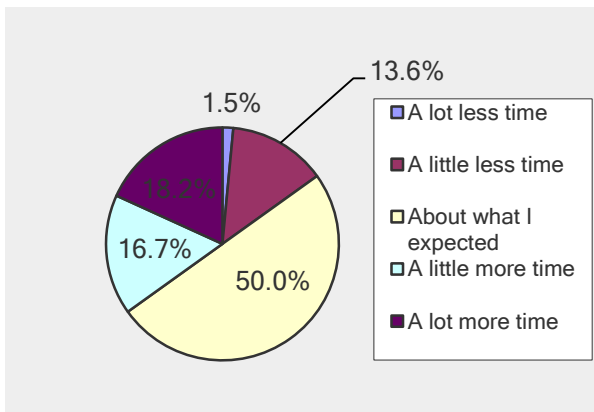
- Feedback indicates a good start but with lots of room for improvement.
- Data gaps to be filled, more attention to data quality.
- More download and display/data filtering possibilities.
- Easier access to data completeness info across areas, categories without having to click through each one to find out.

2. How easy is it to navigate and find what you are looking for on the Transparency Platform?



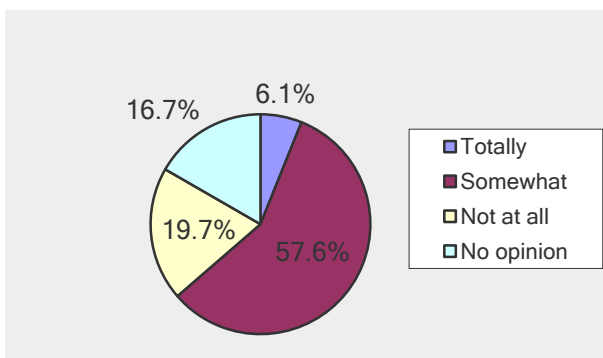
- General feedback on the navigation was positive for those users already familiar with the data (previous entsoe.net users).
- Reported issues were: slowness to load, no memory of country or time choices when changing data items; need for more filters (multiple values, Select all etc.); need for improved data labelling and info...
- Recurring error messages

3. Does it take you more or less time than you expected to find what you are looking for on the Transparency Platform?



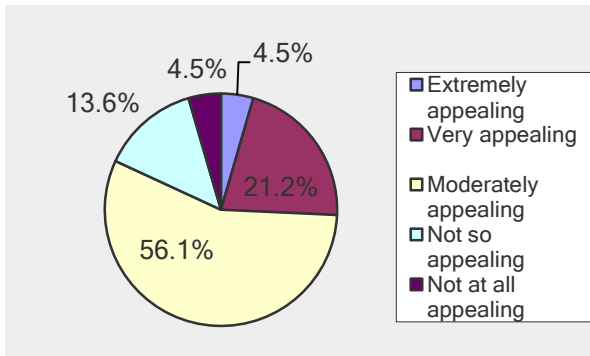
- General feedback was positive that the way the data is structured is good.
- Slow speed of page display increases time taken to get to the actual data wanted.
- As there is no central 'area/data matrix,' time is lost to click through to see whether a data item is available in a given area.
- The continuous re-selections due to the system not memorising previous choices wastes time.

4. Is the supporting information on the Transparency Platform sufficient (embedded in the user interface and within the support tabs such as FAQs, New Users etc.)?



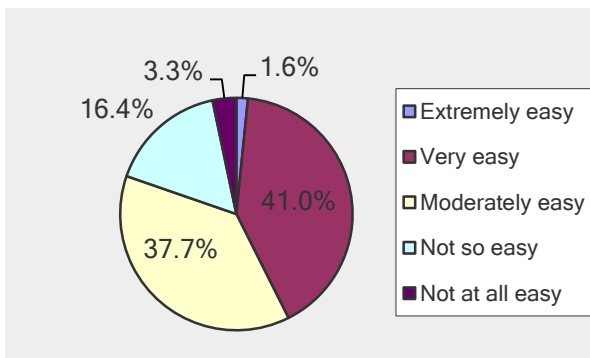
- For users who know what the data is, then 'support' documentation is not seen as so necessary, except the M2M documentation.
- However more detailed data information was consistently suggested (close to data items/centrally): improved data definitions, methodologies, publication times, possible disclaimers, why a data item is not expected, contact info for data providers, matrix of data by provider/data availability...

5. How visually appealing is the Transparency Platform's user interface?



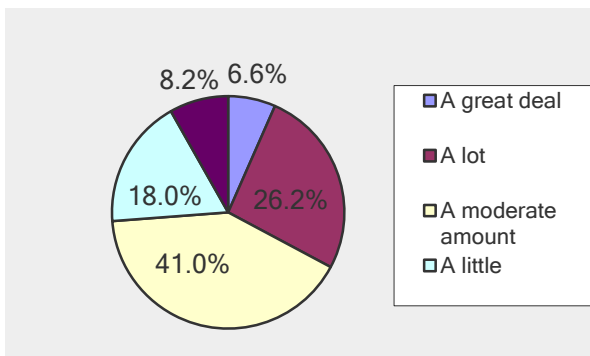
- Generally positive feedback: the platform UI is simple and clear.
- Graphs and charts are generally appreciated with suggested improvements on labelling and colouring.
- Visual appearance is considered a little outdated with too much unused space.
- Good navigation, structure and functions are generally seen as more important than the visual aspects.

6. How easy is it to understand the data categories and items published on the Transparency Platform?



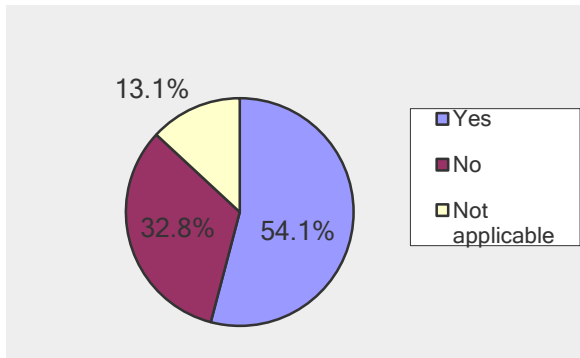
- As previously mentioned, the overall structure is understood and clear.
- It is the supporting information on the data item level that is consistently highlighted as lacking – putting each data item and its publication (or not) into context. See Q4...

7. How much do you trust the data of interest to you on the Transparency Platform as being reliable?



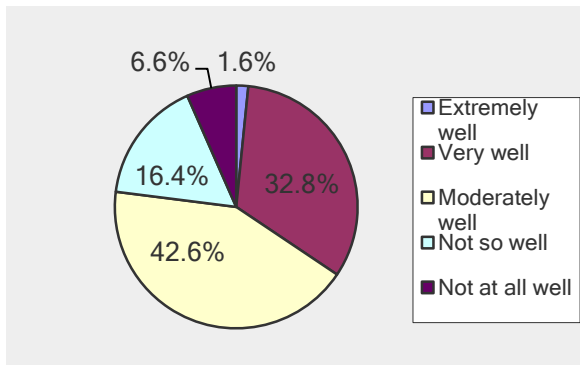
- Only around 35% of responders feel a great deal or a lot of trust for the data reliability.
- This relates directly to the ongoing data gaps and inconsistencies.
- More detail is provided below on inconsistencies, in Q8.

8. Have you noticed any data inconsistencies while using the Transparency Platform?



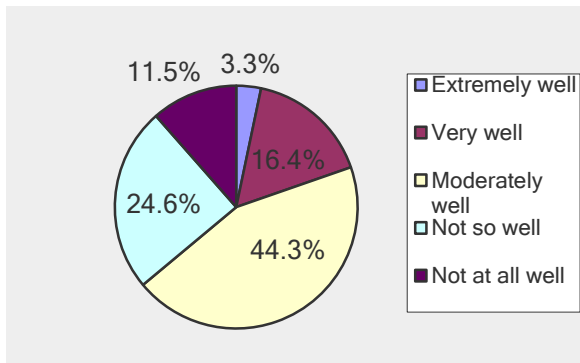
- 54% of responders have noticed data inconsistency issues.
- Regularly noted issues include: untimely publication, revisions made to published data with no indication given, N/A gaps not being back-filled, publication delays, inconsistency with national platforms (Generation, Commercial Schedules...), and differing values across borders...

9. How well do the data display functions meet your needs?



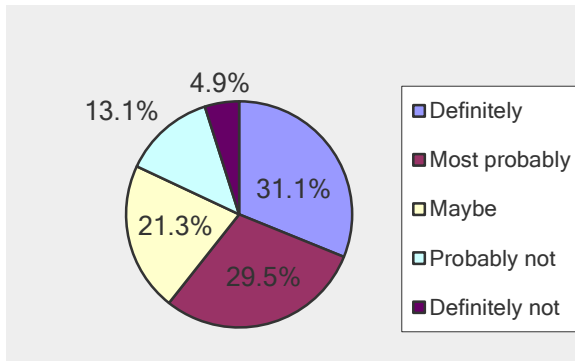
- As many responders are 'historic' data users, the display functions are not a primary focus. Downloads and exports are more critical. See Q10.
- Comments reiterate the previously mentioned issues: filtering, selections, customisation, aggregation of charts, improvements to the Day and Time logic/function, optimising the screen usage, and the possibility to download charts/maps as png, jpeg...

10. How well do the data download functions meet your needs?



- 80% of responders are only moderately to not at all satisfied with the download function.
- This the UI subject that garners the most comments.
- Suggestions: possibility to filter, group, and aggregate downloads, create a download profile, M2M service improved and available, possibility for FTP, API or JSON publishing, harmonise and improve quality of download formats (Outages, empty data values)...

11. Would you recommend the Transparency Platform to a colleague or professional contact?



- 60% would probably or definitely recommend the platform, 21% of maybes.
- Comments highlighted the usefulness of having a central platform and the belief that it could (should) mature to become a useful tool.
- Reasons given for not recommending the platform are: lack of complete data, lack of trust in data quality, lack of detailed information to understand all data items in their market context.

4. ENTSO-E Service desk feedback

The ENTSO-E Service desk receives tickets to support both data providers and data users.

| Monthly tickets | Data Provider tickets | Data User tickets |
|-----------------|-----------------------|-------------------|
| January | 363 | 90 |
| February | 170 | 84 |
| March | 137 | 92 |
| Mid-April | 56 | 59 |

Most commonly user reported interface related issues

- M2M connection
- Downloads
- Data descriptions/clarifications
- The old ENTSO-E Platform and historic values

Most frequent data item issues

| Data Item | Category |
|---|--------------|
| Scheduled commercial exchanges | Transmission |
| Cross-border physical flows | Transmission |
| D-1 generation forecast for wind & solar | Generation |
| D-1 generation forecast | Generation |
| Actual generation per production type | Generation |
| D-1 total load forecast | Load |
| Unavailability of production and generation units | Outages |
| Prices for Balancing Energy | Balancing |

Countries/borders most commonly mentioned in tickets: Germany, France, Switzerland, UK, Netherlands/ DE-CZ, DE-CH, CH-FR, AT-DE, PL-CZ, GB-IE