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NYISO Enhances Website Response Time *Employee Team Creates Faster, Better Experience for Users*

Rensselaer, N.Y. – Visitors to the New York Independent System Operator (NYISO) website (*nyiso.com*) are now able to enter and navigate the site much faster and more easily, due to the work of a team of NYISO employees tasked with improving website response time.

The NYISO's website contains news and information about the bulk electricity grid and wholesale electricity markets in New York State, including a real-time display of the electric load (how much electricity is being used) in the state at any given moment. The website is used by Market Participants (transmission owners, generation owners, other power suppliers, end-use consumers, public power and environmental parties), regulators, policy makers, news media and others.

Stephen G. Whitley, NYISO President and CEO, noted that the website enhancement supports one of the NYISO's paramount goals, which is to enhance customer service. "Our website is important to its many users," he said. "It contains market data, regulatory documents, and other information that has immediate value. This project will assist NYISO Market Participants and others as they navigate *nyiso.com* with greater speed and ease. It fits very nicely with the objective of improving the ability of our customers to do business within the NYISO."

The employee team, implementing a Lean Six Sigma (LSS) project sponsored by NYISO Information Technology (IT) and headed by the IT Business Solution Supervisor accountable for Website Development, reduced the site's average page download time from 17.3 to 3.3 seconds. The time it takes to download the site's home page improved more than 1200 percent – from 18 to 1.3 seconds. Dozens of *nyiso.com* portals were accelerated by reducing the number of templates, combining computer script and compressing graphics. For example, users of the Market Access-Market Portal site may now pull up its pages in 1.92 seconds, compared to the 18.05 seconds they experienced previously. The average download time of Customer Relations pages went from 16.88 seconds to 3.81, and the heavily populated Documents portal may now be displayed in 2.39 seconds, compared to its previous 15.61-second download time.

Lean Six Sigma methodologies are in place at many of the world's top performing companies. Managed by teams of employees, LSS breaks down a process into its component parts and examines each for waste, duplication, incompatibility or other inefficiencies. The NYISO has enhanced a variety of its processes through successful LSS projects.

In a related effort, the NYISO revamped the *nyiso.com* Committees section that provides scheduling and agenda documents for the NYISO's shared governance system of committees, working groups and task forces. Through these committees, Market Participants and other stakeholders work with the NYISO in the design and evolution of New York's electricity markets.

The re-designed Committees section reflects extensive input from Market Participants, employees and other users of the website. The enhancements also ease retrieval of documents and include improved search capabilities.

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The New York Independent System Operator (NYISO) – www.nyiso.com – is a not-for-profit corporation that began operations in 1999. The NYISO operates New York's bulk electricity grid, administers the state's wholesale electricity markets, and performs comprehensive reliability planning for the state's bulk electricity system.