NERC.com Modernization
Frequently Asked Questions
April 2025

Overview
We have redesigned NERC.com with your needs in mind, focusing on **improving the user experience**. Whether you're looking for reports, Reliability Standards, or event details, the new modernized website will offer a faster, more intuitive, and more engaging experience. We are creating a platform that aligns with how you search, navigate, and engage with NERC's critical resources, allowing you to focus on what matters most: ensuring the reliability and security of the grid.

The Project
Why is NERC modernizing its website?
As the electricity landscape evolves, timely and accessible information is more important than ever. We redesigned NERC.com to make it simpler, smarter, and more user-friendly, ensuring that industry, policymakers, and the public can quickly find and use the resources they need.

When will the new website launch?
The initial launch is planned for **late summer/early fall 2025**. Additional functionality will be introduced in the project's two subsequent phases, ensuring that we get your feedback along the way to inform future phases and that the platform continues to evolve to meet our users' future needs.

Will the website URL change?
The URL remains the same—you will still find us at http://www.nerc.com—but with a completely new experience!

New and Improved
What are the biggest improvements I can expect?
We've reimagined the website to make it easier and more efficient for you to find the information you need. Here's what's coming:

- **Smarter Search**: A more intuitive search engine with improved tagging and metadata makes finding documents faster and more accurate.
- **Simplified Navigation**: A redesigned menu and content structure ensures you can easily locate standards, reports, filings, event details, and more.
- **Modern Look and Feel**: A clean, professional design makes information easier to digest and improves readability.
- **Enhanced Multimedia Capabilities**: Expect more videos, graphics, and interactive content to help explain complex topics more effectively.

- **Mobile and Tablet Optimization**: The site will be fully responsive, ensuring a seamless experience whether you're on a desktop, tablet, or phone.
- **ADA Compliance and Accessibility**: The platform meets modern accessibility standards, ensuring that all users can fully engage with NERC's content.

Using the Website
Will the website have all the same information?
All essential NERC materials—standards, reports and documents, regulatory filings, compliance resources, event details, etc.—will still be available. However, the way the content is organized will be more intuitive and easier to navigate. Some outdated materials may be removed to improve clarity and useability, and a document retention policy will be employed to ensure you have the most current information available and the search function remains nimble and robust.

How has the search functionality been improved?
Our revamped search engine will deliver more relevant results much faster. By improving metadata tagging standardizing naming conventions, and adhering to a website retention policy, we're making it much easier to quickly locate the documents you need and ensuring the system does not get bogged down with out-of-date information.

Stakeholder Involvement and Next Steps
What role have stakeholders played in this project?
Stakeholder input has been critical in shaping the new website. Throughout the project, NERC has engaged with stakeholders to ensure the platform meets the needs of industry. We prioritized project deliverables based on information gathered from one-on-one interviews and a public survey. Additionally, NERC will conduct a stakeholder pilot prior in the coming months, allowing select stakeholders to explore the new site and provide feedback to further refine the platform before launch or during additional project phases.

Will there be training or guidance on how to use the new site?
Absolutely—we will provide training materials, guides, and video tutorials to help users get familiar with the new layout and maximize the new website features as we get closer to our launch date.

Will the website continue to evolve after launch?
This launch is just the first phase focused on **improving the user experience**. We are implementing the modernization in three phases. This initial phase focuses on introducing core improvements to the user experience (e.g., modern design, improved search and navigation, multimedia enhancements). The two subsequent phases will incorporate user feedback and introduce more interactive features and enhanced user personalization to make NERC.com an even more powerful resource.

Staying Informed and Providing Feedback
What is the best way to receive updates for the new website and the upcoming launch date?
NERC will provide updates through email, in the [Headlines](#) section of NERC.com, and on its social media accounts ([LinkedIn](#), [X](#)). Stay tuned for more updates as we get closer to launch!

Will I be able to provide feedback on the new website once it's live?
Of course. After launch, technical issues and general feedback can be directed to [Website Content Management](#). For more information in the near term, please contact [Communications](#).