

# Memorandum

To: Stakeholder Advisory Committee

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Date: November 29, 2017

**Subject: IESO Business Update – Results of 2017 Stakeholder Satisfaction Survey**

The IESO conducts annual customer and stakeholder surveys to help determine the level of stakeholder satisfaction with the IESO's engagement process.

As part of this initiative, the IESO competitively procured Northstar Research Partners to conduct a survey of 1,000 stakeholders and market participants who were part of engagement initiatives in 2017, such as the Stakeholder Advisory Committee, Technical Panel and other stakeholder engagements representing all parts of the IESO's business. Attached is an executive summary of the report.

The findings provide the 2017 Corporate Performance Measure (CPM) on stakeholder satisfaction with the engagement process. The CPM is measured based on a composite of four factors: satisfaction with the engagement process, relevance to stakeholder sector/business, whether the process meets stakeholder expectations and the perceived commitment of IESO staff to the engagement process. The IESO's CPM score is 67/100, denoting general satisfaction with the IESO's engagement process, and is two per cent higher the previous year. Additional findings include:

- Over 80 per cent of respondents said that the IESO engagement process met or exceeded their expectations
- Three-quarters of respondents said that engagement is very important for the IESO to achieve its mandate
- Two-thirds of respondents said that IESO engagement initiatives are relevant to their business

Opportunities for improvement include:

- Be more demonstrable on how the IESO acts on stakeholder/community input
- Stakeholders expect increased attention to be focused on the sustainability of the system, including the creation/fostering of innovation
- The IESO needs to reinforce its performance on timely and effective communication
- Transparency is identified as a concern by all stakeholder groups.

To address these findings, the IESO will create an action plan that focuses on the themes of transparency and relevance. The IESO will:

- More clearly reflect how stakeholder input has shaped decisions and alternatives that were considered in all engagement initiatives
- Assess the ability of online engagement tools to assist in facilitating engagement initiatives
- Conduct more targeted assessments before the next annual survey to ensure that the actions taken to improve stakeholder satisfaction are achieving results