

# IESO Engagement Principles

## Appendix B to IESO response to feedback received at the October 1, 2015 Stakeholder Advisory Committee meeting

Engagement principles guide the conduct of both the IESO and the public to help ensure the engagement is conducted with integrity towards an efficient and effective process. The public, for these purposes, refers to market participants, stakeholders, communities, First Nations and Metis Peoples, customers and the general public.

The IESO uses the perspectives brought forward to inform its decision-making. Responsibility for decisions rests with the IESO. Regional planning engagements will also adhere to the recommendations set out in the 2013 Planning & Siting Report. The IESO will use these principles to ensure inclusiveness, sincerity, respect and fairness in its engagements, striving to build trusting relationships as a result.

### 1. **Analyze Opportunities for Engagement**

The IESO, often through discussions with the public, will identify opportunities, changes and issues and their potential impacts. The engagement process will accommodate a range of approaches to reflect the nature and importance of the initiative and the expected level of participation. The IESO will involve others early as opportunities are identified and will document a process to achieve the desired goal of the engagement.

### 2. **Ensure Inclusive and Adequate Representation**

Efforts will be made to assess the interest level and impacts for each initiative or decision-making process and will encourage effective representation of the public in each engagement, especially those groups that have a tendency to remain silent or reluctant to engage. Where practical, a variety of engagement methods will be offered to provide flexibility to participate.

### 3. **Provide Effective Communication and Information**

The IESO will facilitate a process that provides relevant, accurate and timely information needed for meaningful participation and that provides adequate time for review and consideration. The IESO will make best efforts to provide information as early as possible and will present it in a manner that can be readily understood. Two-way dialogue will be encouraged throughout an engagement.

**4. Promote Openness and Transparency**

Openness and transparency will be assured throughout the process in a way that allows for inclusive participation of all affected. The IESO will plan each engagement initiative, set objectives and timelines, track and document the process and report on progress. On occasions when the IESO has a position on a particular initiative it will openly share those perspectives while remaining open to feedback. Through each initiative, the IESO will remain open to consider input that can influence recommendations and decisions. The IESO will ensure that it communicates how advice, input and feedback is being used.

**5. Provide Effective Facilitation**

The IESO, as facilitator, will provide a forum that encourages a diversity of views to be presented and will respect and understand those views through meaningful, respectful dialogue that incorporates listening and honesty.

**6. Communicate Outcomes**

The IESO will communicate decisions, the rationale for the decision and how input was taken into account in the decision. Input received will be communicated to decision makers prior to decisions being made. The IESO will also work with those impacted when implementing changes.

**7. Measure Satisfaction**

The IESO will survey those who have been involved in engagements at least one time per year to test its adherence to these Principles and to determine satisfaction with the process.