

Stakeholder Engagement Activities

In November 2024, the IESO [launched](#) an External Relations Engagement Framework, as well as an Indigenous Engagement Framework, to evolve its engagement approaches and ensure that many voices and perspectives are considered as we build our collective energy future. The framework includes a new commitment, refreshed principles and clear approaches to create the foundation for strong and enduring relationships. The IESO's External Relations Engagement Framework is built on a series of key principles that respond to the needs of the electricity sector, communities and the broader economy. These principles ensure that diverse and unique perspectives are valued and incorporated in the IESO's processes and decision-making. These perspectives include those of Ontario's electricity consumers of all types, including large consumers, those in regions experiencing targeted economic growth, as well as those representing key industries such as mining and manufacturing. Beyond these stakeholders, the IESO continues to target municipalities, constituents, and Indigenous communities to ensure their perspectives are captured throughout our engagement efforts.

For large consumers, the IESO saw increased collaboration with key organizations, customer 1-on-1s and targeted stakeholder engagements in 2024. As part of these efforts, IESO has actively engaged with key large consumer organizations such as the Ontario Mining Association (OMA), Association of Major Power Consumers in Ontario (AMPCO), and Industrial Gas Users Association (IGUA). We have encouraged their members to participate in engagement webinars, including those on Market Renewal and the Northern Ontario Bulk Study and other regional transmission studies. Additionally, IESO has presented at quarterly OMA energy committee meetings on topics such as regional planning and studies, as well as AMPCO board meetings to discuss reliability issues and other topics of interests raised by these organizations and Ontario Chamber of Commerce Energy Policy Council.

Leveraging industry associations allows the IESO to share key messages and hear feedback from a broad segment of stakeholders and communities, including consumer groups. In 2024 the IESO formalized these relationships by establishing the Associations Liaison Group (ALG), which includes

senior leaders from over 20 associations representing consumers, municipalities, Indigenous communities, generators, and other constituencies across Ontario. On the consumer side, members include the Ontario Chamber of Commerce, the Canadian Council for Indigenous Businesses, the Association of Major Power Consumers of Ontario, and the Industrial Gas Users Association. The IESO convened the ALG three times in 2024. Meetings focused on identifying opportunities for collaboration to share information and build capacity for constituencies to support transformation across the energy sector. The IESO will continue to enhance the effectiveness of the ALG in 2025 to ensure that diverse perspectives continue to be represented, while creating important linkages between the associations.

In 2024 the IESO also increased collaboration with municipalities and local distribution companies (LDCs) on electricity planning and procurements and other key initiatives including the Market Renewal Program, Grid Innovation Fund, and demand side management. In 2024, the IESO led outreach and webinars with municipalities for nine regional and four bulk plans, attended 12 conferences, hosted 19 webinars and led 40 targeted meetings with municipalities. To support the Long Term 2 Request For Proposals (LT2 RFP), the IESO hosted five municipally focused webinars to increase awareness of growing demand for electricity, the actions IESO is taking to meet electricity needs, updates on the LT2 RFP, and collect feedback to be considered as part of the LT2 RFP design. In 2024, the IESO actively engaged with LDCs through the Transmission Distribution Coordination Working Group, the electricity demand-side management (eDSM) Advisory Committee and the LDC distributed energy resources (DER) Working Group. The IESO also provided speakers and sent staff to a variety of conferences and events, including the Ontario Energy Network, EDA's EDIST conference, EDA District Metering Conference, LDC Appreciation Event, EDA District Events, CanREA events, and the Ontario Electricity Association (OEA).

The IESO plans to build on this success and continually improve and enhance our consumer engagement, under the three pillars of the external engagement framework: inform, involve, collaborate. While the IESO aims to increase the participation of all consumer types in our engagements, we recognize that key relationships with residential and small business customers resides primarily with LDCs.