



IESO Five Year Performance Measures & Targets

For the Strategic Planning Period: 2021 - 2025

Internal Measures (Page 1)

5-Year Strategic Objectives	5-Year Measure	5-Year Strategic Outcome (Strategic Achievement Defined)	2021	2022	2023	2024	2025
Culture & Workforce Transformation Align culture, mindset, skills and capabilities to deliver on strategy	1. Employee engagement - Commitment to the execution of enterprise priorities	Annual employee pulse survey results for specific initiatives reflect noticeable differences for employees (baseline established by previous survey) and sustain a 4% incremental achievement.	4%	4%	4%	4%	4%
Culture & Workforce Transformation Align culture, mindset, skills and capabilities to deliver on strategy	2. Organizational Agility - Openness to Change	Employee feedback on the Openness to Change scale from the annual survey improves each year to a result of 71%.	63%	65%	67%	69%	71%
Culture & Workforce Transformation Align culture, mindset, skills and capabilities to deliver on strategy	3. Operational Efficiency - Percentage of Strategic Initiatives that are completed on time	90% of Strategic Initiatives are completed on time (i.e. within 50% of assigned schedule contingency) as established by the internal IESO Integrated Project Plan and Project Charter. Strategic Initiatives are a newly defined measure attribute, therefore 2021 will be the first time this is being measured.	80%	80%	85%	90%	90%

Internal Measures (Page 2)

5-Year Strategic Objectives	5-Year Measure	5-Year Strategic Outcome (Strategic Achievement Defined)	2021	2022	2023	2024	2025
Stakeholder Trust Enhance stakeholders' trust in IESO to operate in best interests of Ontario	4. Stakeholder Satisfaction – Engagement process	A 5-year target of 84% is achieved and indicates a year-over-year improvement in stakeholder's confidence in the process that the IESO uses to arrive at decisions.	80%	80%	82%	83%	84%

Internal Measures (Page 3)

5-Year Strategic Objectives	5-Year Measure	5-Year Strategic Outcome (Strategic Achievement Defined)	2021	2022	2023	2024	2025
Affordability, Reliability, Sustainability Deliver optimized balance to ensure best overall electricity outcomes for Ontario	5. Cost Effectiveness – Forecast accuracy	Performance target is to have annual forecast error within +/- 2.5% (actual vs. forecast).	+/- 2.25%	+/- 2.25%	+/- 2.25%	+/- 2.25%	+/- 2.25%
Affordability, Reliability, Sustainability Deliver optimized balance to ensure best overall electricity outcomes for Ontario	6. Cost Effectiveness – Resource balance: Energy Curtailments to total production	10% outcome improvement is desired to 'right size' the system and achieve resource adequacy and effectiveness of meeting energy and ancillary services needs for Ontario.	1.76%	1.72%	1.69%	1.65%	1.62%
Affordability, Reliability, Sustainability Deliver optimized balance to ensure best overall electricity outcomes for Ontario	7. Cost Effectiveness – Resource balance: annual energy / operating reserve shortage frequency	10% outcome improvement is desired to 'right size' the system and achieve resource adequacy and effectiveness of meeting energy and ancillary services needs for Ontario.	0.049%	0.048%	0.047%	0.046%	0.045%

External Measures (Page 4)

5-Year Strategic Objectives	5-Year Measure	5-Year Strategic Outcome (Strategic Achievement Defined)	2021	2022	2023	2024	2025
Affordability, Reliability, Sustainability Deliver optimized balance to ensure best overall electricity outcomes for Ontario	8. Reliability – Number of forced outages to resources above 250 MW and the length of time they are out	The performance of the thermal resource fleet, as calculated by the probability that a generating unit will not be available when required due to forced outages and forced de-ratings, is targeted to be below 9.2%. The 9.2% represents 2 standard deviations from the 5-year historical baseline average.	<9.2%	<9.2%	<9.2%	<9.2%	<9.2%

External Measures (Page 5)

5-Year Strategic Objectives	5-Year Measure	5-Year Strategic Outcome (Strategic Achievement Defined)	2021	2022	2023	2024	2025
Affordability, Reliability, Sustainability Deliver optimized balance to ensure best overall electricity outcomes for Ontario	9. Reliability – Number of extended forced outages to transmission facilities above 230 kV and length of time they are out	The performance of Bulk transmission system performance based on forced outages and extensions to outages over 4 hours in duration to significant transmission elements is below 334 which is the five year historical high.	<334	<334	<334	<334	<334
Affordability, Reliability, Sustainability Deliver optimized balance to ensure best overall electricity outcomes for Ontario	10. Market Efficiency – Market cost/revenue transparency index	The transparency index increases by 1% and represents the proportion of revenues received by suppliers (or payments from consumers) for electricity in the wholesale market to the total costs of supplying the electricity. Performance improves as market revenues increase and non-market uplifts shrink.	19.2%	19.4%	19.6%	19.8%	20%