

Memorandum

To: Stakeholder Advisory Committee

From: Jordan Penic, Senior Manager, Engagement and Indigenous Relations

Date: June 28, 2022

Re: IESO Business Update – 2021 Stakeholder and Community Survey Results

The following provides an update to members of the Stakeholder Advisory Committee (SAC) on the results of the 2021 Stakeholder and Community Survey.

Each year, the IESO undertakes a survey of stakeholders and communities to better understand their perceptions of the IESO and to inform how the organization can better meet their needs. The survey is administered by Ipsos; the Executive Summary of the 2021 survey results is attached.

The results of the 2021 survey are relatively consistent with past years with the overall impression of the IESO continuing to be largely positive, although some respondents expressed more neutral impressions than the previous year. The Corporate Performance Measure (CPM) for meeting or exceeding expectations related to IESO engagement was 79 per cent, just below the CPM target of 80 per cent; changes in the sample survey demographic may have attributed to this slight softening of the overall 2021 results. For the 2021 survey, the number of stakeholder and community representatives invited to participate increased significantly (by 77 per cent). This robust participation rate is indicative that all audiences that currently interact with the IESO are represented in the results. The composition of the survey respondents shows an increase in the number of non-traditional energy sector participants, reflecting the broader reach of the issues and initiatives that the IESO engaged on last year, including the Gas Phase Out study, the Distributed Energy Resources Roadmap, and an increase in regional and bulk planning initiatives. Since these newer audiences are less familiar with the IESO, further work will be undertaken to identify opportunities to align IESO's engagement with their needs.

Respondents continue to rank cost/price as the most pressing issue related to the electricity system, but there was a significant drop in the proportion citing this compared to 2020. Sustainability/green energy saw a significant increase, moving this issue into the second spot followed by reliability. Trust in the IESO remains strong with ratings that continue to be driven

by IESO's operation of the power system. Key areas of strength for the IESO continue to be operating a reliable electricity system, expertise of staff and staff responding to needs in a timely manner. Consistent with previous years, areas where satisfaction is lowest are competitive procurement, exploring and enabling new approaches, acting on input from stakeholders and demonstrating transparency in decision making. While there are broad factors outside of the engagement process that may be impacting these views, the IESO will focus on setting clearer engagement objectives and expectations, which may be achieved through increased clarity on the type of engagement being undertaken (e.g. inform, collaborate etc.).

The engagement process continues to meet the needs of the vast majority of respondents and to be seen as highly relevant, however similar to the overall impressions, ratings appear to have become more neutral over the course of 2021. Respondents indicated that the strengths of the process are timely communication, effective facilitation of sessions, engagement on topics that are important and the use of various channels to solicit input. Respondents noted that more can be done to improve the perceptions of how the IESO balances various sector interests, providing greater insight on the rationale for decision making and aligning the engagement process with community interests. To assist with this, final summary reports are posted for each completed engagement session, and additional questions will be added to the 2022 survey to learn more about the new audiences and community needs and interests.