



Independent Electricity System Operator (IESO)

IESO Stakeholder and Community
Survey

October 2023



Impressions of the Electricity Sector

- 2 in 5 stakeholders (TOP3: 23%) have a very positive impression of the current state of the electricity system and 4 in 10 (Ratings of 6 or 7: 42%) have a generally positive impression. From 2020 until now, there has been a steady decline in the proportion of very positive ratings, from 39% in 2020 to 23% in 2023.
- 65% of stakeholders mention planning and design for the future as the most important and pressing issue for their community/organization, a noticeable increase from just 8% in 2022.
- 1 in 3 stakeholders (35%) expect the state of the electricity system in Ontario to worsen over the next 3 to 5 years.

Familiarity

- The vast majority of stakeholders (TOP3: 91%) have engaged with the IESO over the past year. In this time, 42% of stakeholders have interacted with the IESO between 5 and 25 times, while 38% have engaged with IESO less than 5 times, and the remaining 11% have engaged with IESO over 25 times.
- Half of the stakeholders (TOP3: 49%) are very familiar with the electricity sector, and most of those who have interacted with the IESO more than 25 times (TOP3: 82%) are familiar with the electricity sector.
- Nearly half of the stakeholders (45%) are familiar with the IESO and its activities.

Trust

- 1 in 3 stakeholders (TOP3: 32%) have a strong level of trust in the IESO to ensure system reliability while supporting cost-effectiveness.
- 1 in 4 stakeholders (TOP3: 26%) express a high degree of trust in the IESO to drive and guide the sector's future.
- 1 in 5 stakeholders (TOP3: 20%) express a high degree of trust in the IESO to drive business transformation.
- Some key factors stakeholders mentioned that have most influence on their level of trust in the IESO are:
 - Long-term planning – 56%
 - Transparency/information sharing – 51%
 - Knowledgeable staff – 48%
 - Communication and listening – 44%

Confidence

- Over 1 in 3 stakeholders (TOP2: 34%) would speak highly of the organization, whereas 2 in 5 stakeholders (41%) have a neutral opinion of the organizations and see both positives and negatives.

Performance

- More than half of the stakeholders (TOP3: 53%) are very satisfied with the IESO's reliable supply of electricity, and 1 in 3 stakeholders (TOP3: 33%) are satisfied with the sustainable supply of electricity.
- Stakeholders rated the IESO's performance as very good (TOP3 rating) in the following areas:
 - Operating a reliable electricity system – 61%
 - Expertise of staff – 56%
 - Seeking input from a board audience of communities, customers, and stakeholders – 49%
 - Enforcing market rules for the conduct of market actors that ensure a reliable, and effective electricity system – 45%
 - Establishing market rules for the conduct of market actors that ensure a reliable, and effective electricity system – 42%
- 2 in 3 stakeholders (67%) feel the IESO provides effective engagement opportunities.
- Of the stakeholders that believe the IESO provides effective engagement opportunities (67%), the following reasons were provided:
 - Good communication – 27%
 - Numerous engagement channels – 23%
 - Good information – 21%
 - Good conferences – 20%

Performance (Continued)

- Of the stakeholders that believe the IESO does not provide effective engagement opportunities (19%), the following reasons were provided:
 - One-sided engagement – 43%
 - Not enough discussion opportunities – 22%
 - Poor communication – 19%
 - Poor information – 15%
- 3 in 4 stakeholders (76%) rely on the IESO's communication and information channels to inform their work in the sector or their perceptions of it.
- 2 in 5 stakeholders (TOP3: 39%) report high ratings of satisfaction with the IESO's engagement based on their interactions.
- Stakeholders consider the IESO to be doing 'very well' in the following engagement processes and activities:
 - Communicating about engagement activities in a timely manner – TOP3: 49%
 - Communication on topics of interest – TOP3: 44%
 - Providing opportunities for engagement early enough in the decision-making process to impact outcomes – TOP3: 37%
- Of those who have engaged with the IESO over the past year, about three-quarters (TOP2: 76%) of stakeholders found that their overall experience with the IESO either met or exceeded their expectations.
- Of those who reported that the IESO's engagement process and activities exceeded their expectations (9%), the most common reasons for exceeding their expectations included:
 - Effective communication/engagement – 79%
 - Professional/helpful staff – 74%
 - Good information/felt informed – 70%
- Over 1 in 3 stakeholders (TOP3: 36%) feel IESO's engagement activities are meaningful and impactful.