



Independent Electricity System Operator (IESO)

IESO Stakeholder and Community
Engagement Survey

October 2024



Impressions of the Electricity Sector

- Positive views about the current state of the electricity system have increased significantly by 6-percentage points, rising to (TOP5: 72%) in 2024 from (TOP5: 66%) in 2023, following a steady decline observed from 2020 to 2023.
 - This increase may be linked to the evolution of IESO's messaging over the past year, which emphasizes a balanced approach: addressing rising demand and system reliability through the decade, with a focus on long-term solutions.
- Planning and design for the future (51%) and cost, price, and affordability (51%) continue to be the two most pressing issues for respondents' community and organizations since 2023 (65% and 60%, respectively).
- When asked about the expected future state of the electricity system over the next 3 to 5 years, significantly fewer respondents expect it to worsen, declining from 35% in 2023 to 27% in 2024. Meanwhile, those expecting it to stay about the same rose significantly from 29% in 2023 to 36% in 2024, and respondents anticipating improvement remains relatively stable at 28%, compared to 29% in 2023.
- Nearly four-fifths of respondents (TOP5: 79%) report they are knowledgeable about the electricity sector. There is a slight correlation between a respondent's level of knowledge of the electricity sector, and their level of engagement with the IESO, as the more engagements they have with the IESO the more likely they are to report high ratings of knowledge of the electricity sector.

Familiarity

- The vast majority of respondents (TOP3: 89%) have engaged with the IESO over the past year. In this time, 39% of respondents have interacted with the IESO between 5 and 25 times, while 36% have engaged with IESO less than 5 times, and the remaining 14% have engaged with IESO over 25 times.

Familiarity (continued)

- Nearly four-fifths of respondents (TOP5: 78%) indicate they are familiar with the IESO and its activities. There is a moderate correlation between a respondent's familiarity with the IESO and its activities, and their level of engagement with the IESO, as the more engagements they have with the IESO the more likely they are to report high ratings of familiarity.

Trust

- One of the key measures of the survey is the level of trust respondents have in the IESO to deliver on the three core strategies of the IESO strategy. This year's results show an increase in respondents' ratings across all three core strategies:
 - Drive and Guide the Sector – TOP5: 73%, up significantly from TOP5: 63% in 2023.
 - Ensuring System Reliability While Supporting Cost-Effectiveness – TOP5: 78%, up significantly from TOP5: 70% in 2023
 - Drive Business Transformation – TOP5: 65%, up significantly from TOP5: 55% in 2023
- These improvements highlight a positive shift in perceptions, indicating that the IESO is moving the needle in the right direction during a time of increasing demand and rising expectations for the organization.
- The top three factors that have the greatest influence on respondents' trust in the IESO are:
 - Transparency and information sharing (43%)
 - Long term planning (39%)
 - A track record of performance delivering reliable, affordable, sustainable electricity (37%)

Confidence

- Confidence in the IESO slightly decreased this year, with about one-quarter (26%) of respondents indicating that they would speak highly of the organization in comparison to one-third (34%) in 2023. Please note, this year's question was updated from six answer options to four.

Performance

- A large majority of respondents (TOP5: 87%) are satisfied with the IESO's reliable supply of electricity, followed by over two thirds (TOP5: 70%) being satisfied with the affordable supply of energy, and over two thirds (TOP5: 71%) being satisfied with the sustainable supply of energy .

Corporate Performance Measure

- Each year, the survey assesses if IESO engagements meet/exceed expectations, forming the Corporate Performance Measure (CPM). The vast majority (82%) of participants report experiences meeting/exceeding expectations, exceeding the 76% CPM target.
- There has also been a significant 7-percentage point increase in respondents' expectations being met, rising to 74% in 2024 from 67% in 2023, and a significant 6-percentage point decrease in respondents experience falling below their expectations in the same timeframe (18% in 2024 from 24% in 2023).
- Nearly half of all respondents (45%) have no improvements to suggest to the IESO. Among those who do, common recommendations include improving the information provided (34%), improving planning and strategy (29%), and increasing visibility and accessibility (23%), along with other ideas.

Performance (continued)

- Respondents that have engaged with the IESO over the past year rated how well IESO applies its engagement process principles, finding the organizations engagements and activities to be inclusive (TOP5: 86%), accessible (TOP5: 78%), traceable (TOP5: 78%), purposeful (TOP5: 77%), timely (TOP5: 76%), and transparent (TOP5: 74%)

The IESO is actively taking steps to continue building on the success of its engagement processes and to enhance its efforts over the course of 2025 consistent with the External Relations and Indigenous Engagement Frameworks published in 2024.