

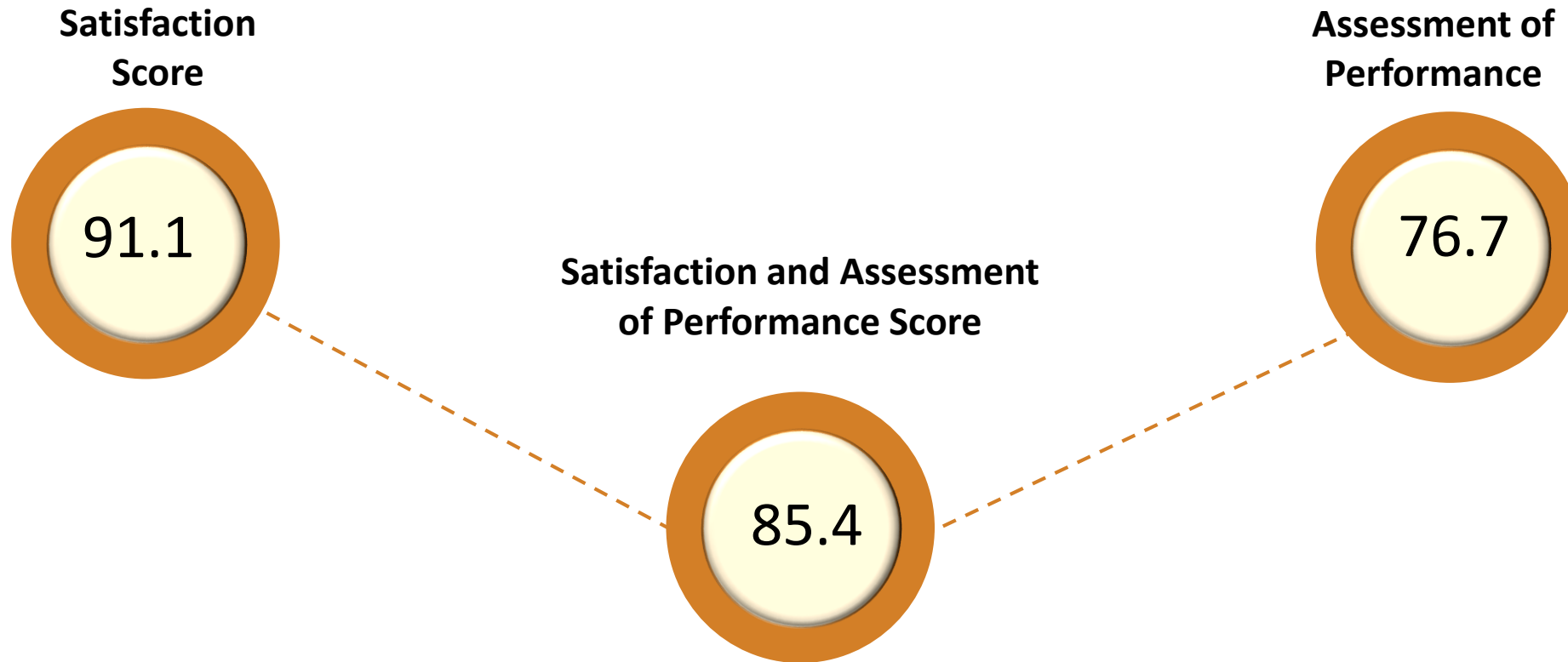


# Customer Satisfaction and Assessment of Performance

*Data from January 1, 2019 through December 31, 2019*

The Customer Satisfaction and Assessment of Performance is comprised of three survey platforms (Customer Inquiry Survey, Market Participant Survey, and CEO Strategic Outreach Survey).

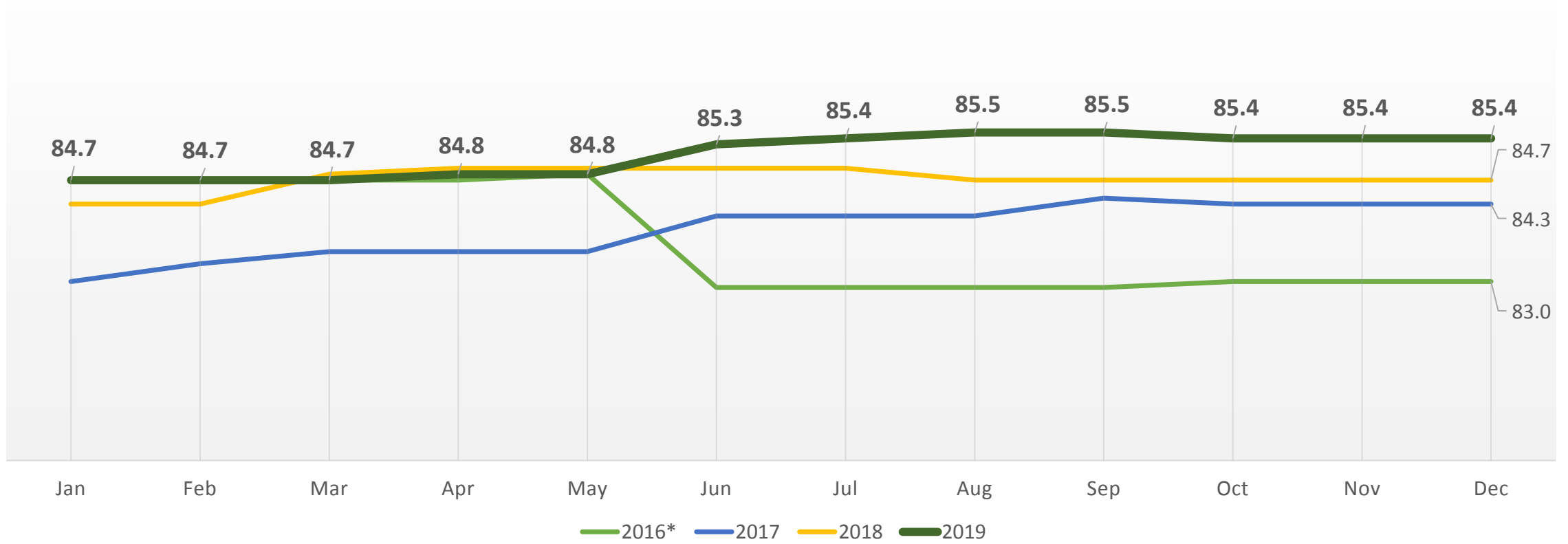
# Customer Satisfaction and Assessment of Performance Final 2019



The enhanced "Customer Satisfaction and Assessment of Performance" program independently measures two important aspects to the NYISO: customer satisfaction and realizing our mission through our performance.

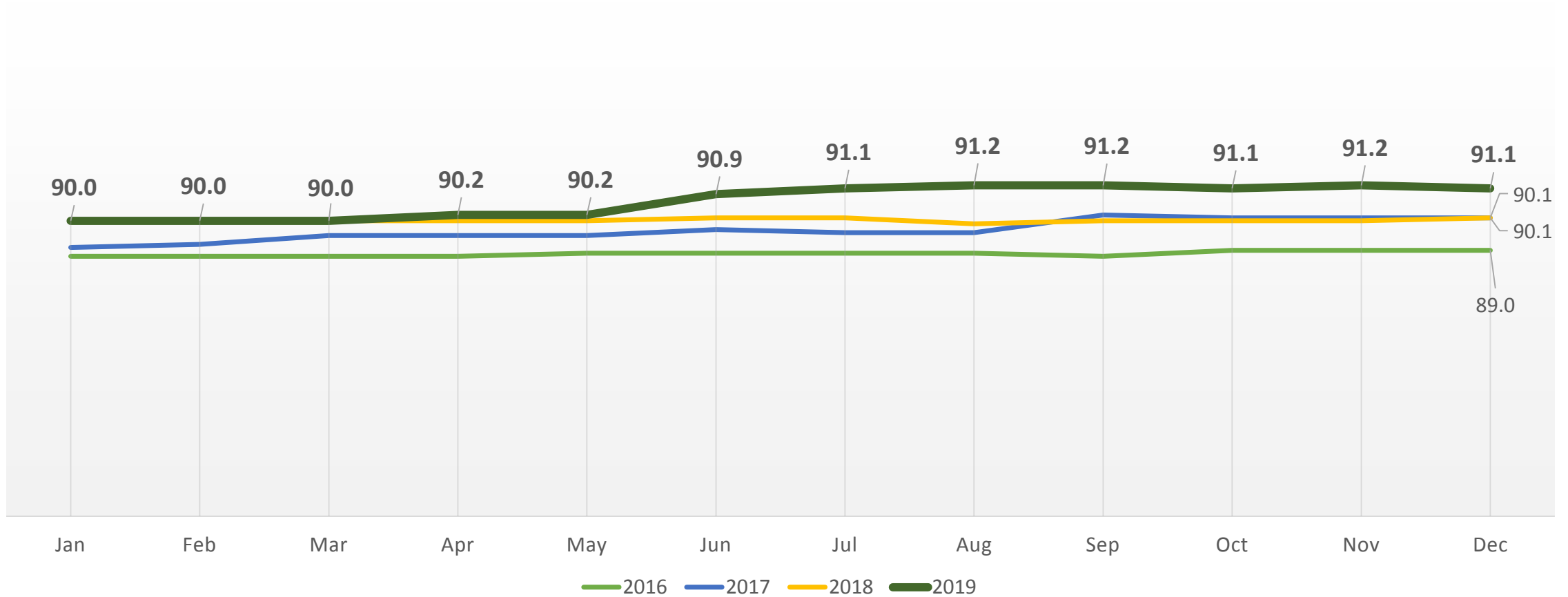
A unified score is achieved by combining 60% of the Satisfaction Score and 40% of the Assessment of Performance.

# 2019 Satisfaction & Assessment of Performance Score

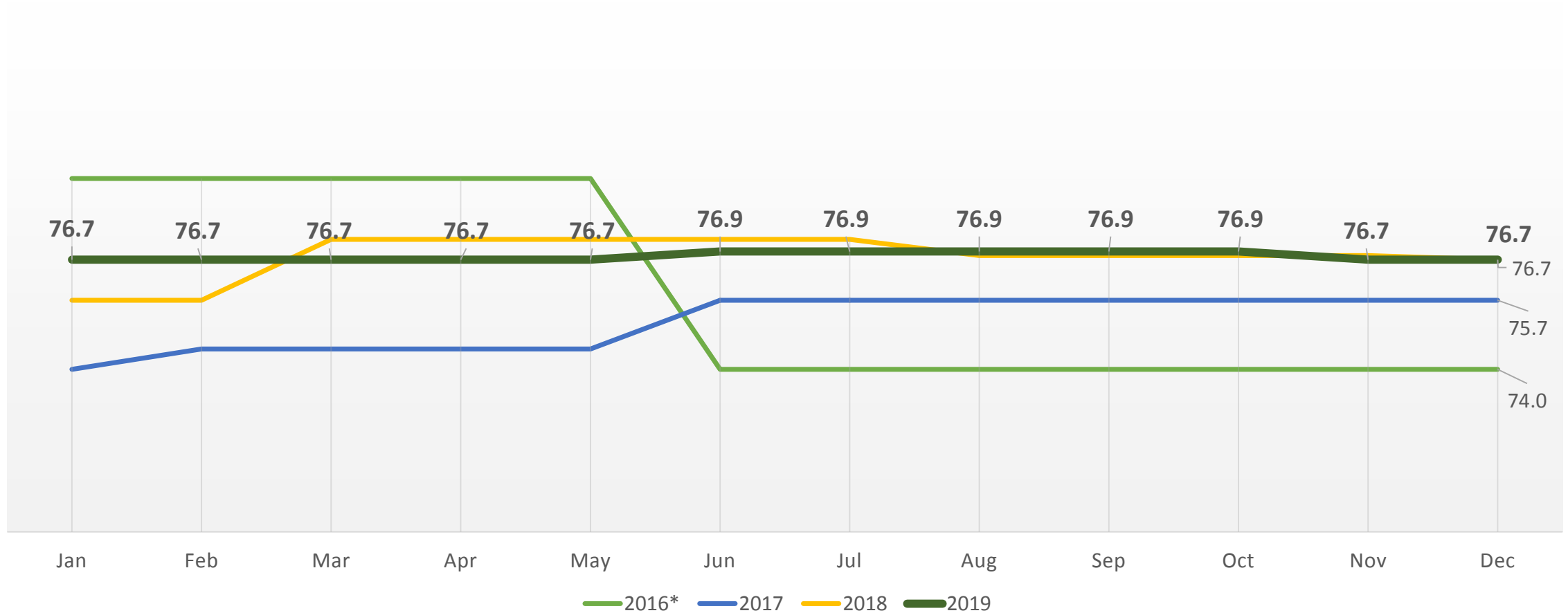


\*Score calculation changes for Performance Assessment

# 2019 Customer Satisfaction Score

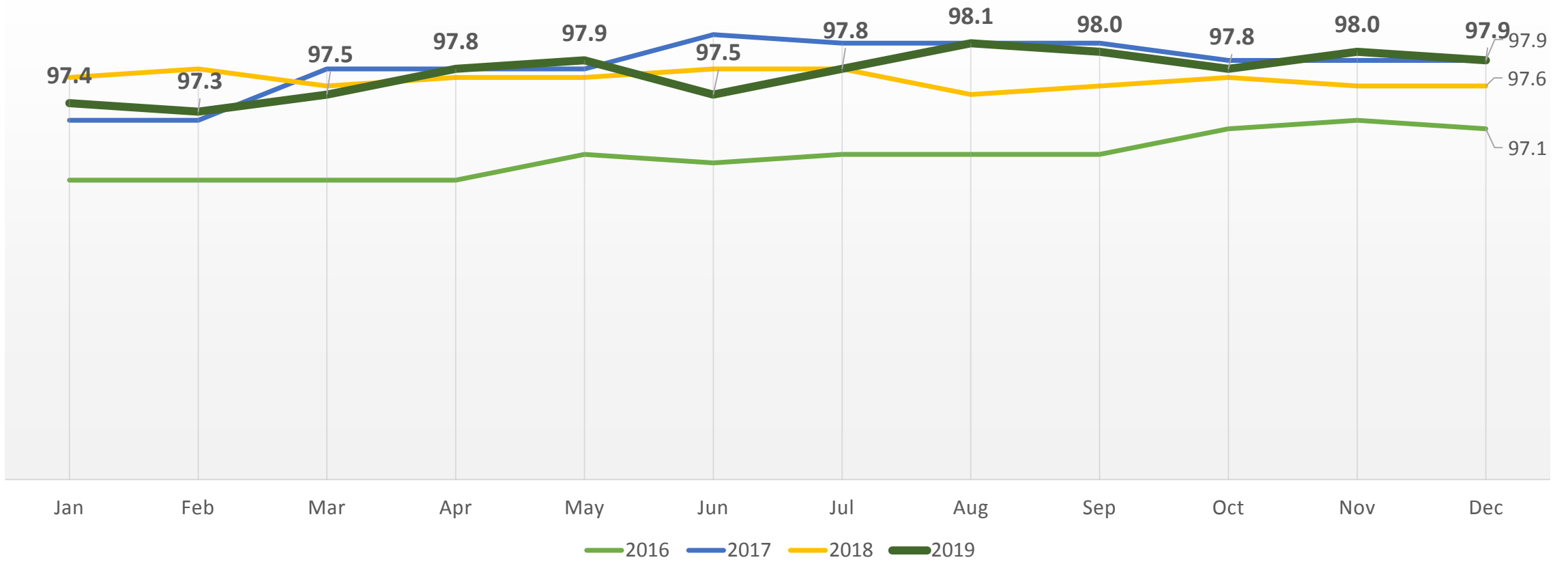


# 2019 Assessment of Performance

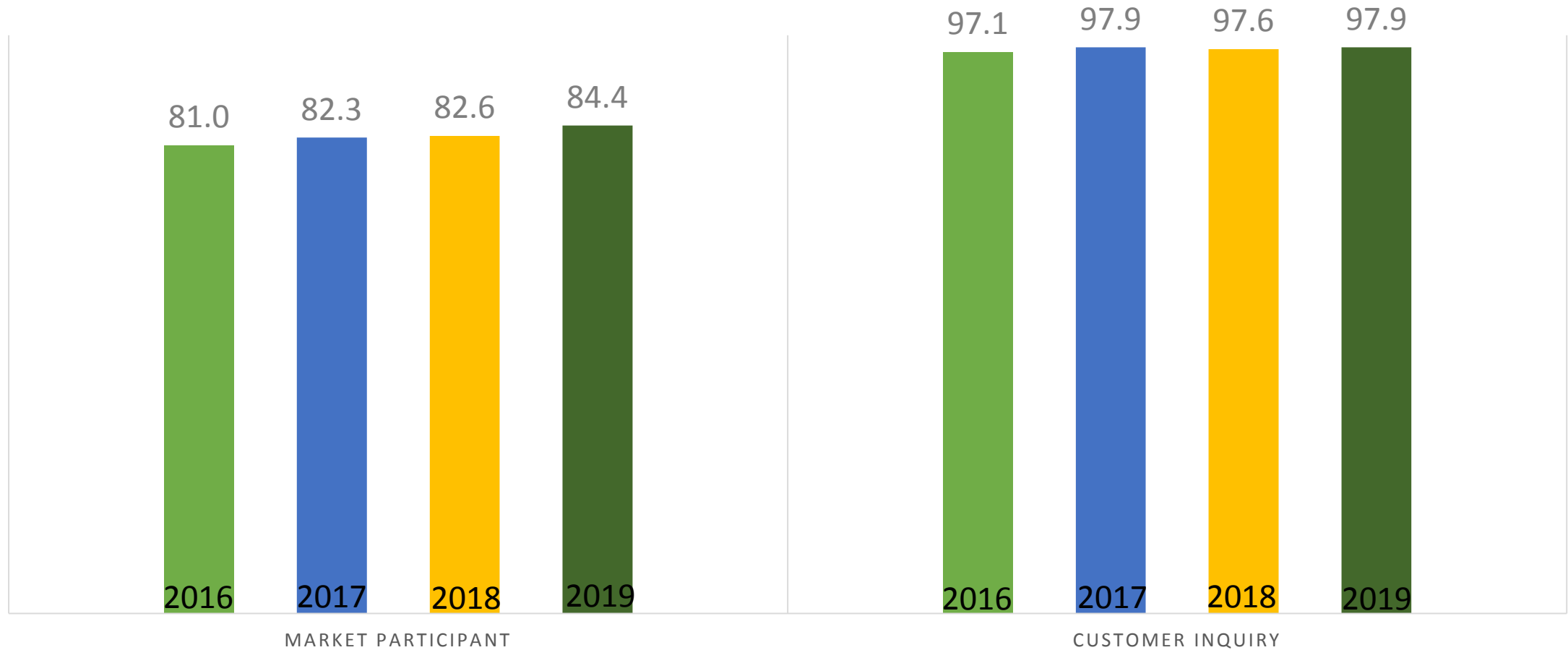


\*Score calculation changes for Performance Assessment

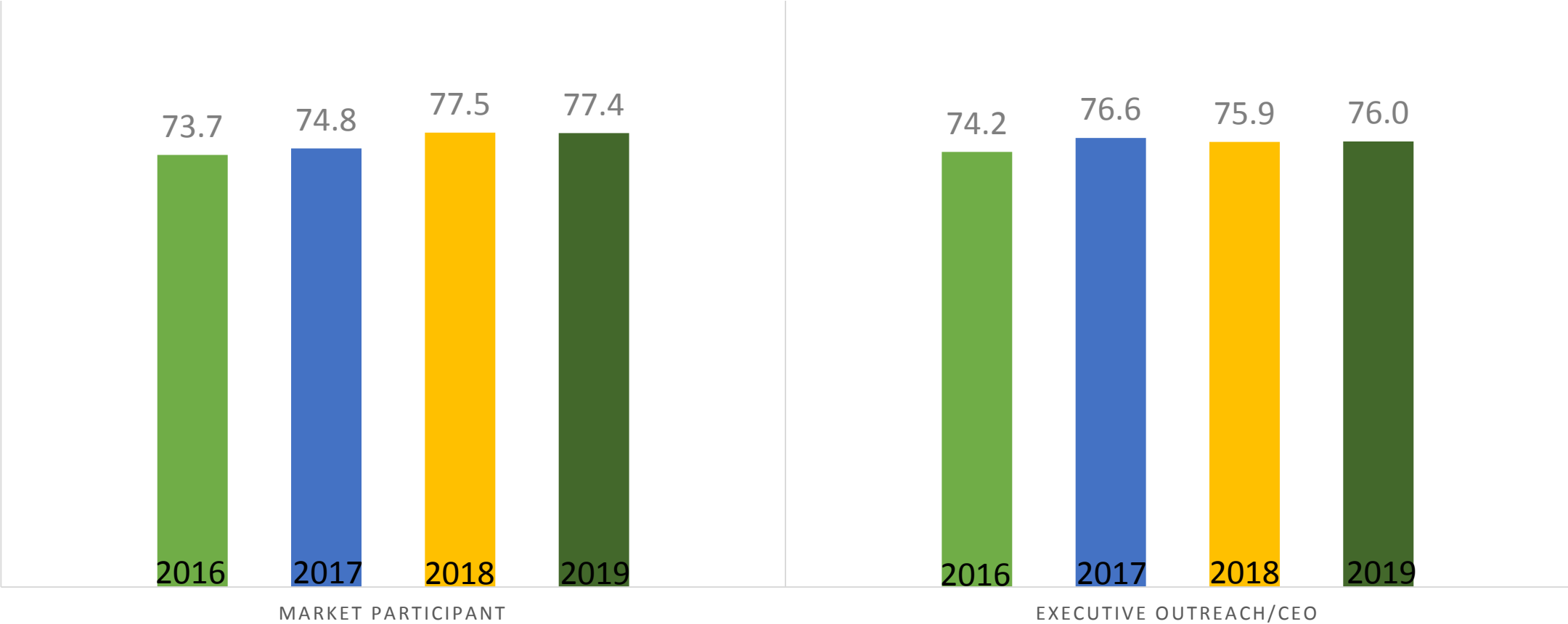
# 2019 Customer Inquiry Satisfaction Score



# 2019 Customer Satisfaction by Survey Channel

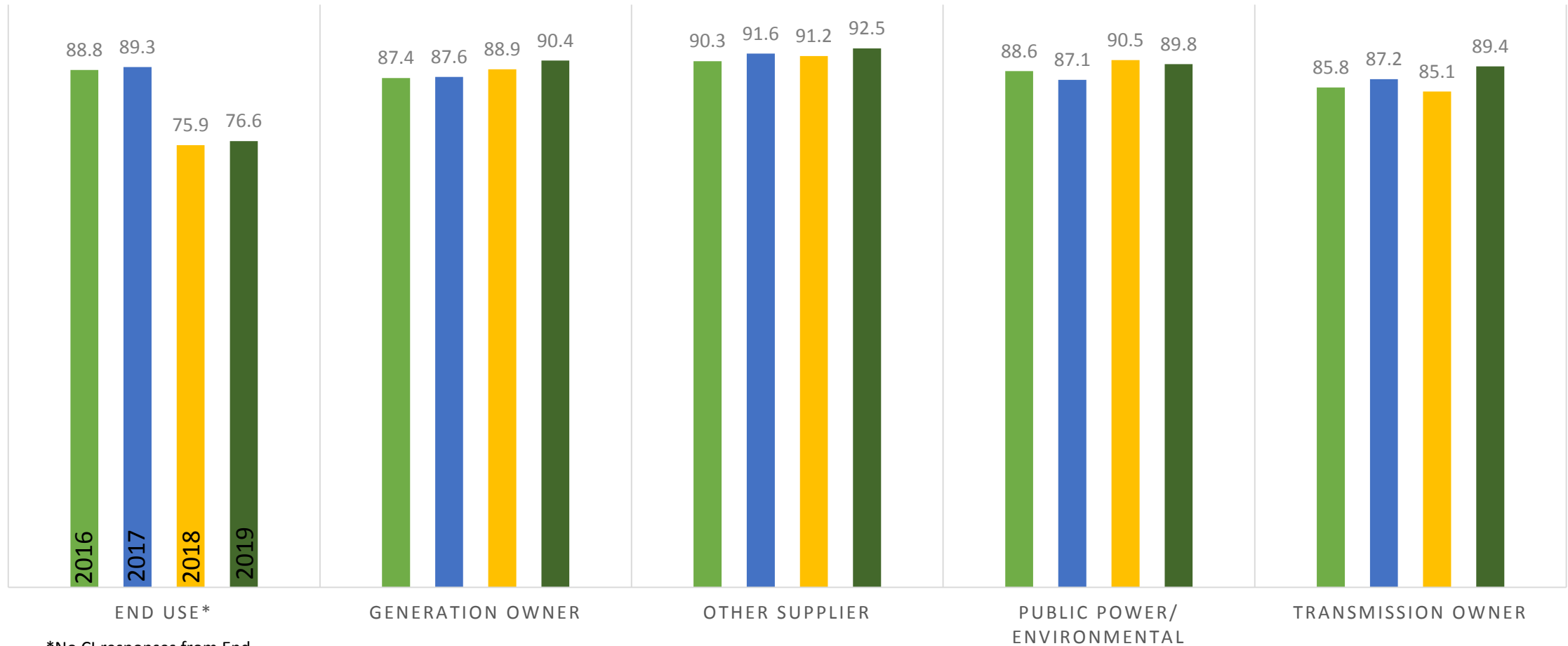


# 2019 Assessment of Performance by Survey Channel



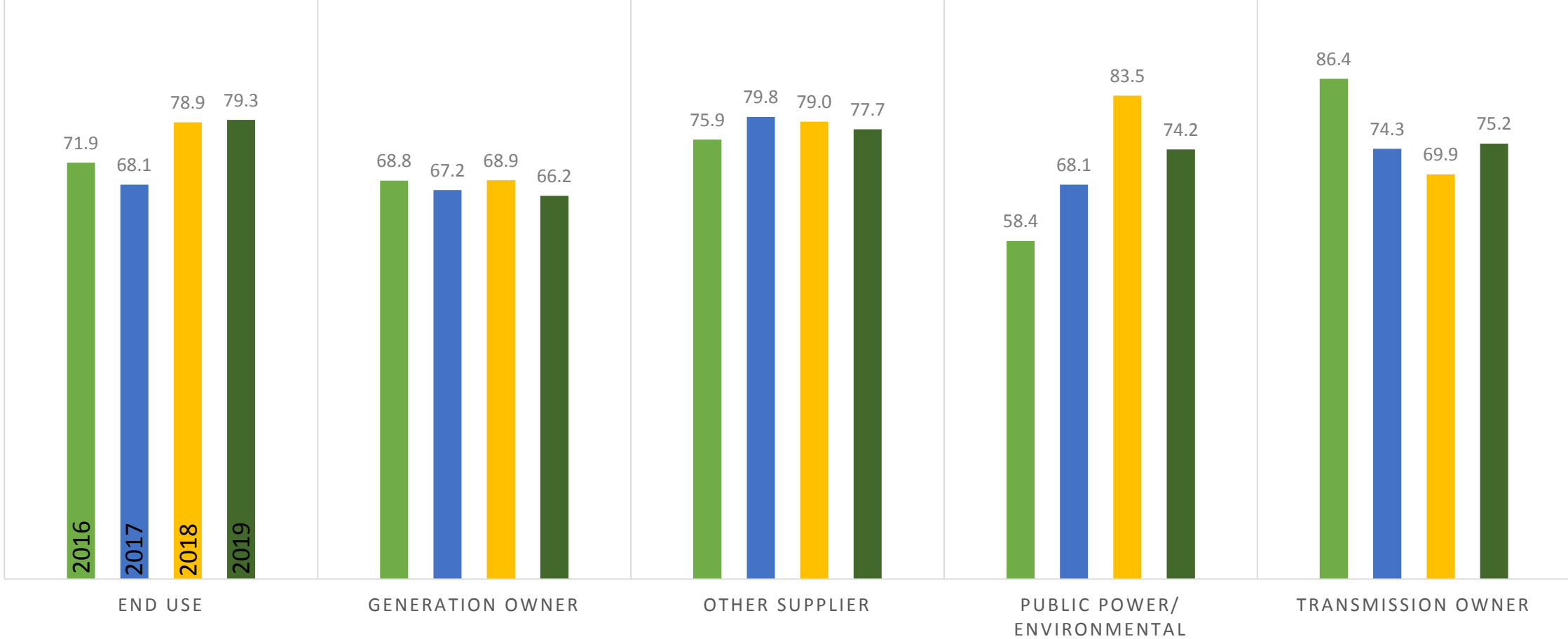


# 2019 Customer Satisfaction by Sector



\*No CI responses from End Use Sector in 2018 & 2019

# 2019 Assessment of Performance by Sector



# 2019 Response Totals – All Surveys

## Customer Inquiry

666 Completed Surveys

23% Response rate

## Executive Outreach/CEO

53 Completed Surveys

15% Response rate

## Market Participant

189 Completed Surveys (16%) – MP1

186 Completed Surveys (14%) – MP2

293 Overall Individual Respondents

# Market Participant Feedback

## Areas of Strength



- Professionalism of NYISO's personnel
- Fair handling of all interactions
- Responsiveness to needs
- Timeliness in communicating key market issues
- Reliably operating New York's bulk electricity grid
- Administering open and competitive markets

## Opportunities for Improvement



- Explanation of policies and procedures
- Transparent operations of the NYISO
- Considerations of individuals' input
- Conducting comprehensive long-term planning for state's electric power system
- Advancing the technological infrastructure
- Providing factual information to policy makers, stakeholders, and investors

# Conclusions



**Highest Satisfaction and Assessment of Performance Score since new platform began in 2016**

**Opportunity exists to explain importance of surveys to increase response rate and outreach**

**Individual NYISO departments receive personalized reports for further actions**

# Questions?

