



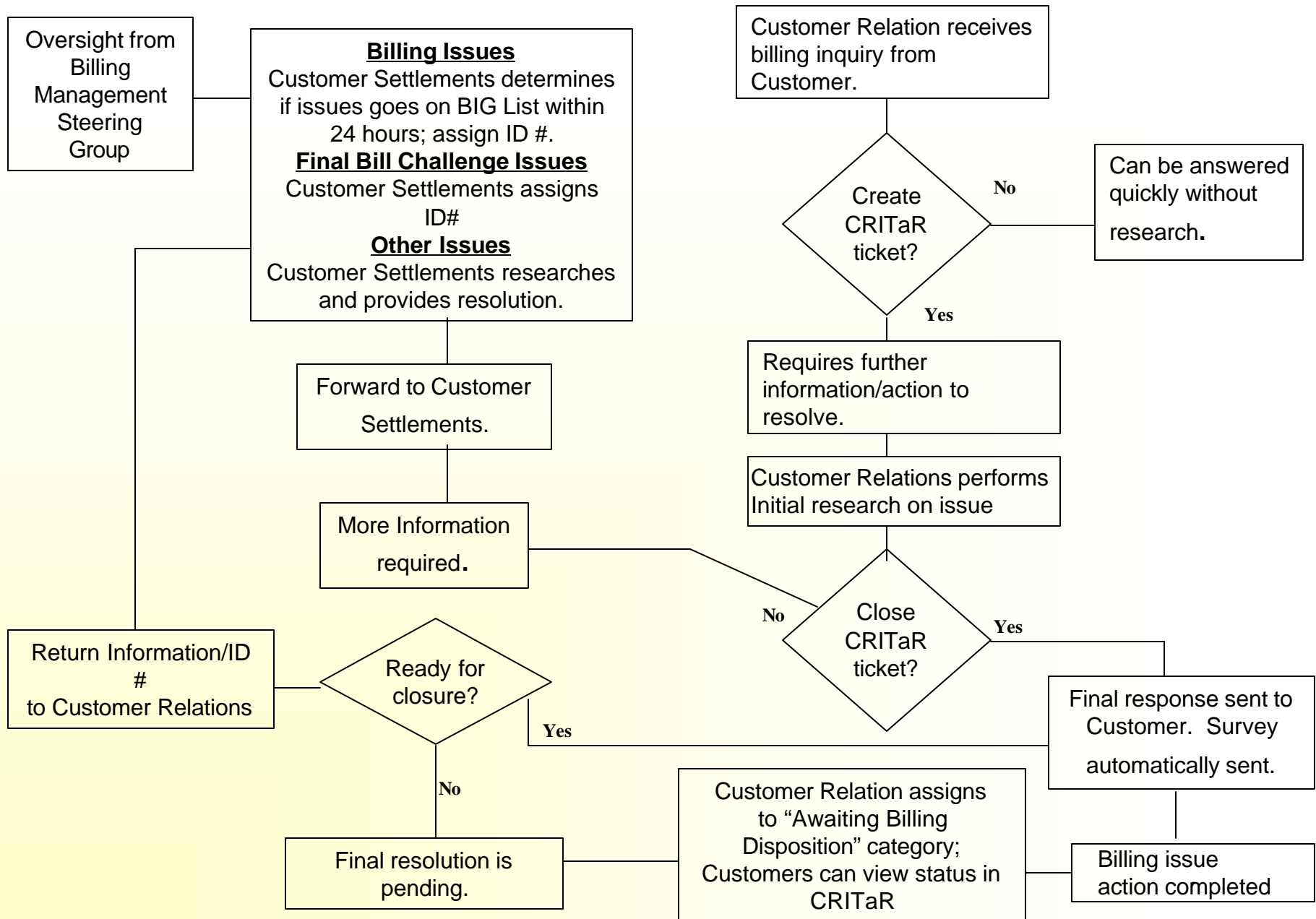
Tracking Customer Issues

Kathy Whitaker

Presentation to BAWG

July 28, 2004

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Process Improvements

- **Allows Customers to access their open inquiries with the NYISO in one location**
- **Provides a tickler report for Customer Relations and Customer Settlements to review each month**
- **Permits Market Services to continue monthly reporting on a consistent basis**