

Meeting Agenda

Customer Support Focus Group

November 15, 2017

Follows BIC 1:00 - 3:00pm

NYISO Krey Corporate Center

Dial-in Number: 866-280-1753

Participant Code: 5183567

Webex Web Conferencing:

<https://nyiso.webex.com>

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|--|--------------------------|
| 1. NYISO Website | Dave O'Brien |
| 2. Key Topic Tracker | Mark Seibert |
| 3. Customer Relationship Management Tool | Mark Seibert/Brian Davis |
| 4. New Business | |