

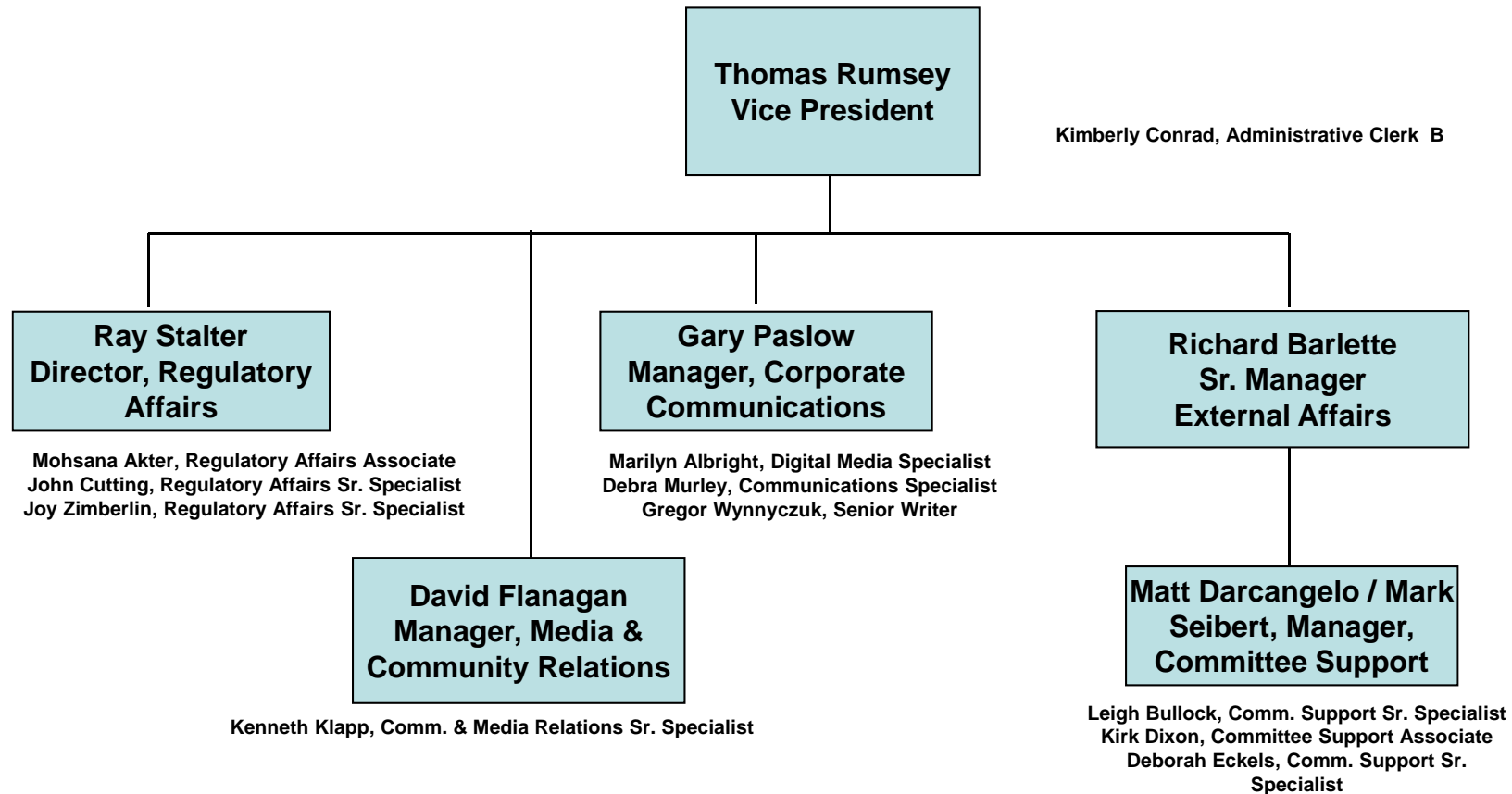
Stakeholder & Member Services (SMS)

Tom Rumsey
Vice President, External Affairs
New York Independent System Operator

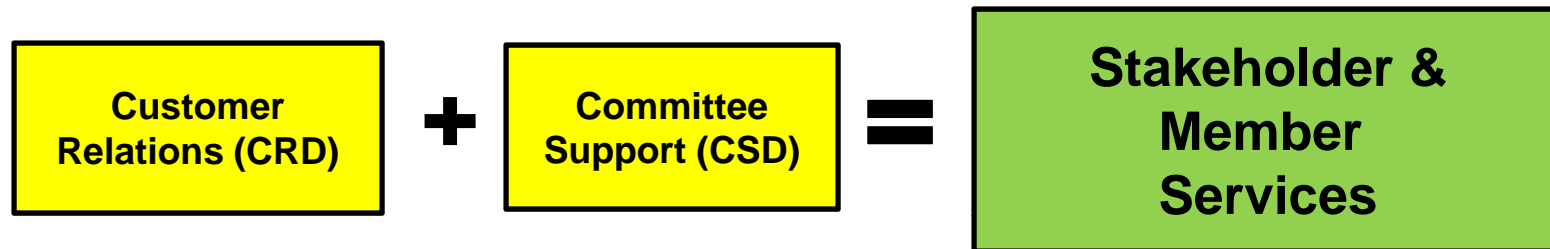
Rich Barlette
Senior Manager, External Affairs
New York Independent System Operator

Management Committee
July 25, 2012
Rensselaer, New York

External Affairs - Before

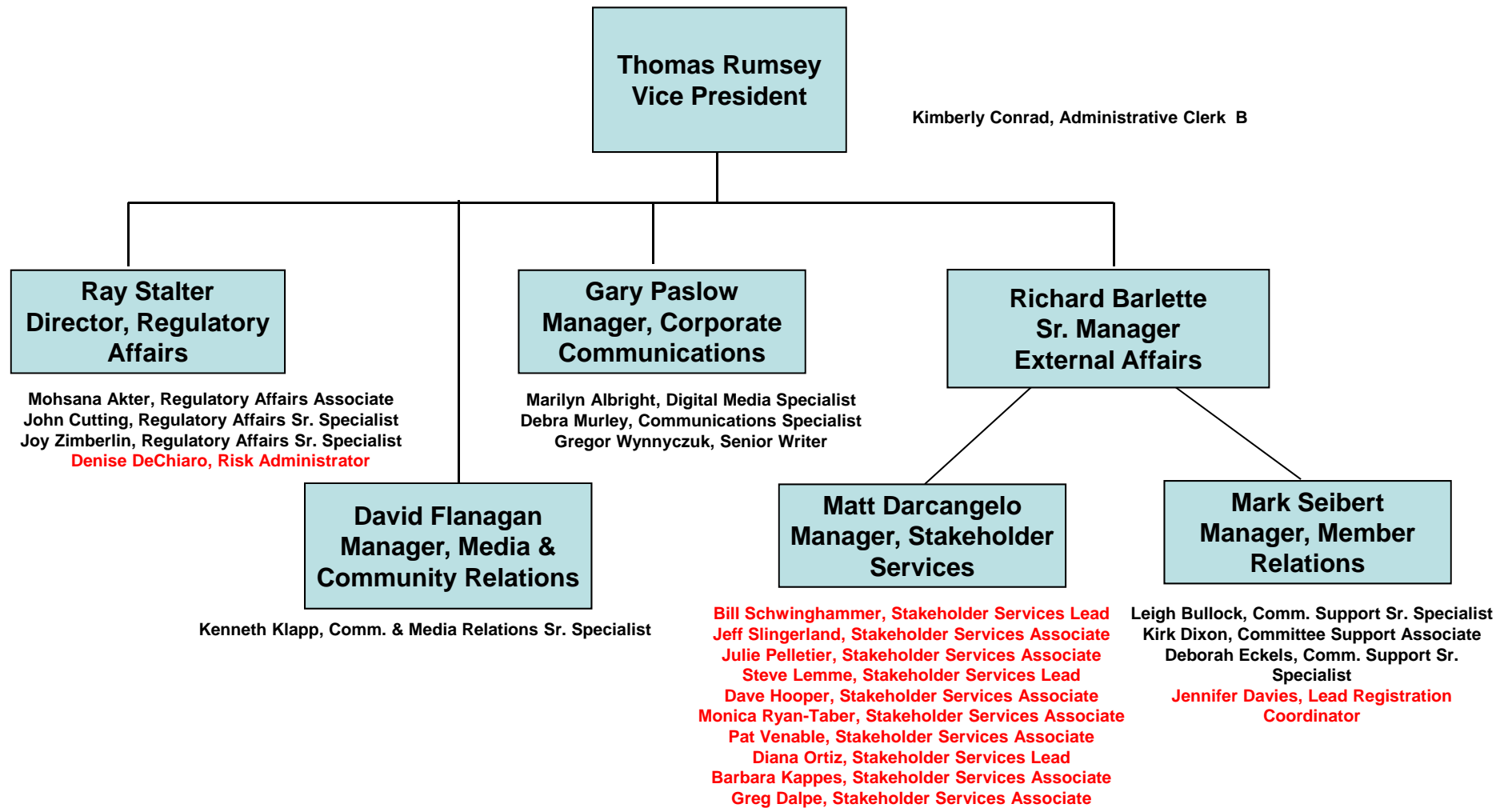


Stakeholder & Member Services (SMS)



- Combining CRD and CSD will align both groups to ensure cross communication and provide “best in class” customer service.
- Part of a company-wide focus on improved customer service that includes:
 - Customer service training for ALL NYISO employees
 - Improved customer survey process, and
 - Improved customer service department

External Affairs - After



Stakeholder & Member Services (SMS)

Stakeholder Services *(Matt Darcangelo)*

Supply
(Bill Schwinghammer)

Load
(Steve Lemme)

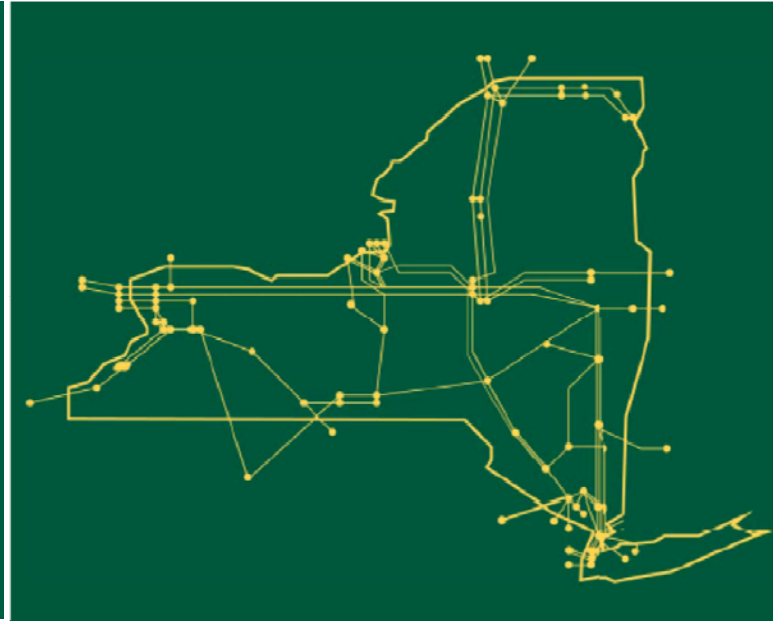
DR / Trader / IT
(Diana Ortiz)

Member Relations *(Mark Seibert)*

**Committee
Staff**

Registration
(Jennifer Davies)

The New York Independent System Operator (NYISO) is a not-for-profit corporation responsible for operating the state's bulk electricity grid, administering New York's competitive wholesale electricity markets, conducting comprehensive long-term planning for the state's electric power system, and advancing the technological infrastructure of the electric system serving the Empire State.



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