



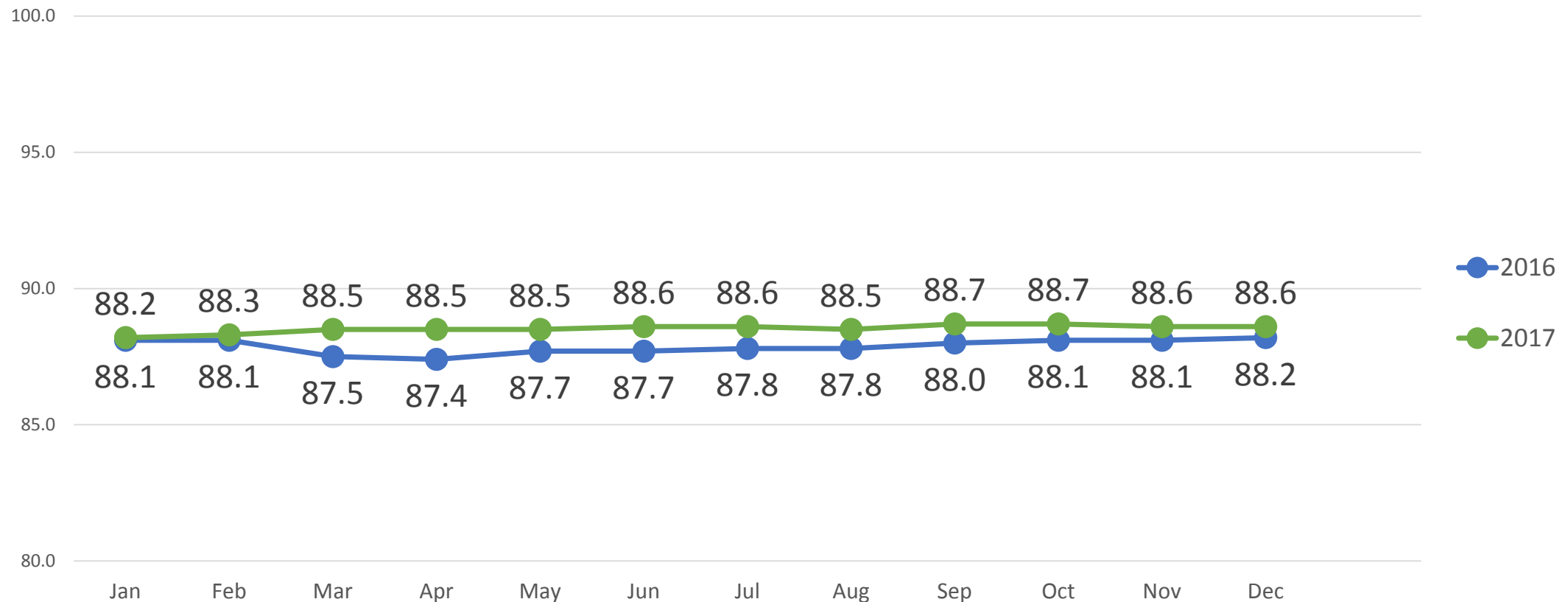
Customer Satisfaction and Assessment of Performance

Data from January 1, 2017 through December 31, 2017

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

2017 Customer Satisfaction Score

- Satisfaction score is a combination of the Customer Inquiry satisfaction score and the satisfaction portions of the Market Participant Surveys
- Satisfaction score increased from 2016 to 2017



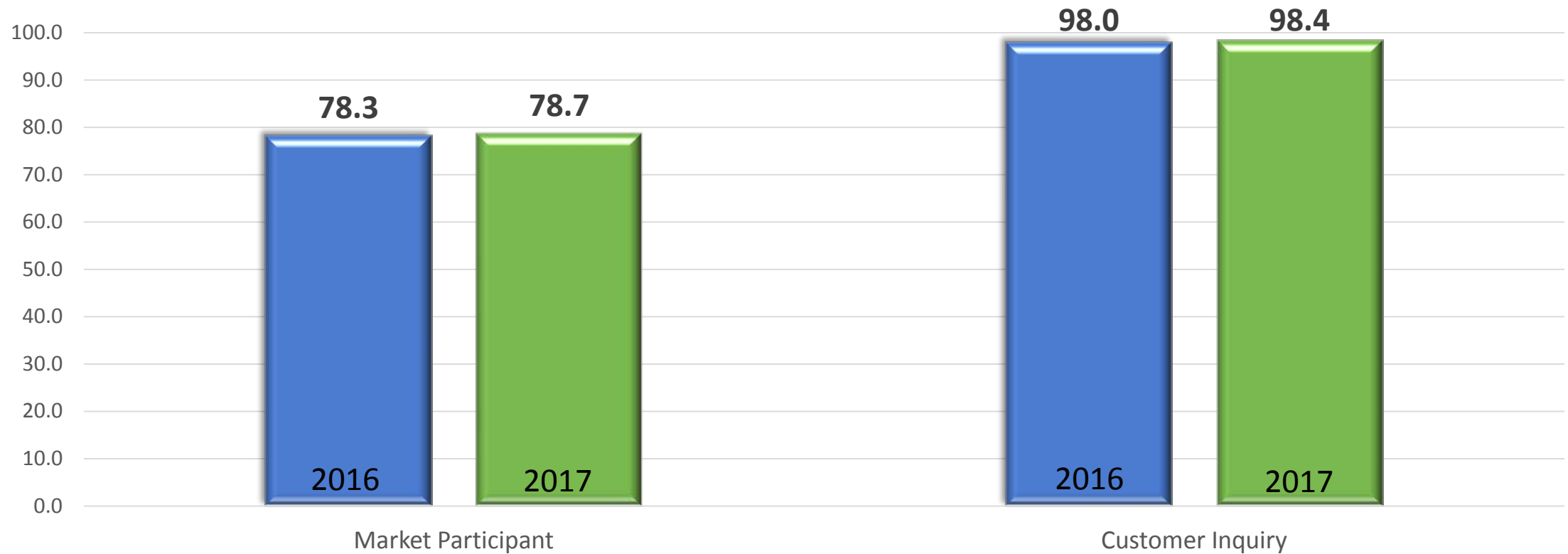
2017 Assessment of Performance

- The Assessment of Performance is a combination of the CEO Survey and the performance portions of the Market Participant Surveys; which have stayed consistent throughout the year
- Assessment of Performance is calculated to a 4.0 scale to differentiate from the Satisfaction score and will now combine with the Satisfaction score in 2018



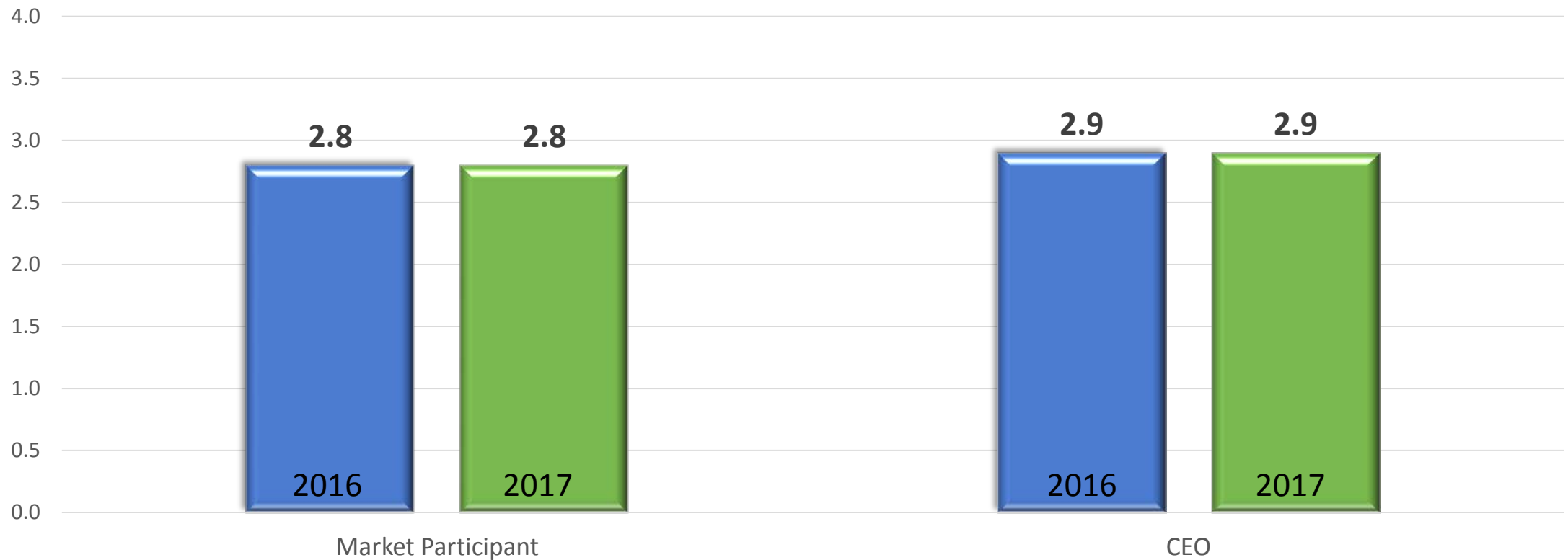
2017 Customer Satisfaction by Survey Channel

- The Customer Inquiry Survey continually yielded high levels of satisfaction, with the Market Participant Surveys also providing positive feedback overall.



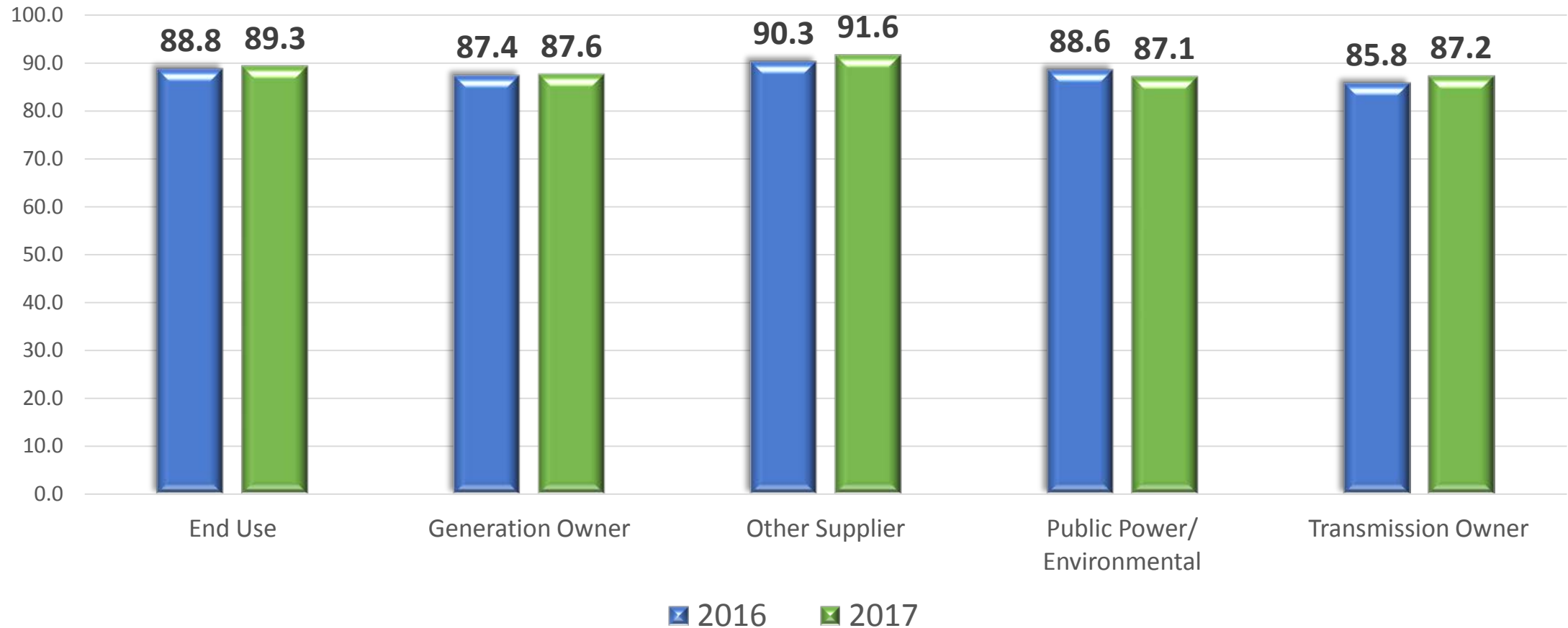
2017 Assessment of Performance by Survey Channel

- CEOs and MPs are very similar with their assessment of the NYISO's performance



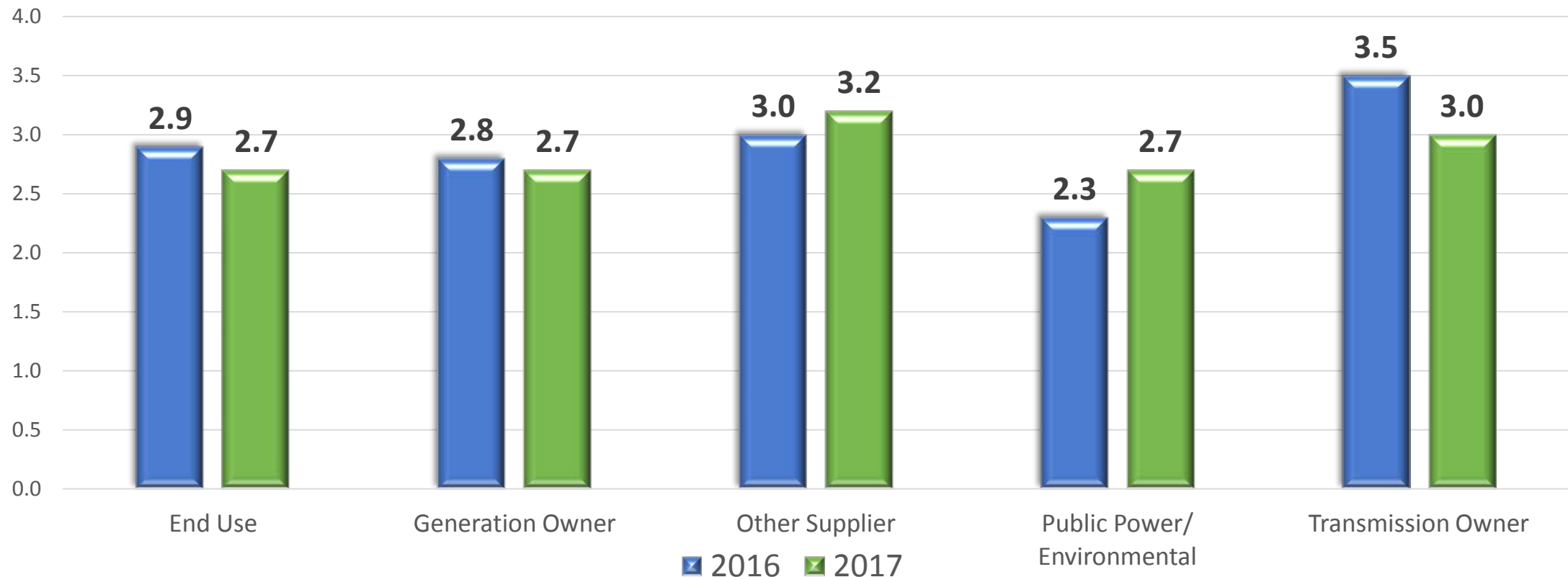
2017 Customer Satisfaction by Sector

- All sectors showed high levels of satisfaction throughout 2017



2017 Assessment of Performance by Sector

- Assessment of Performance increased from 2016 to 2017 for the Other Supplier and Public Power/Environmental sectors
- Opportunities for improvement exist amongst the End use, Generation Owner, and Transmission Owner Sectors.



2017 Response Totals – All Surveys

Customer Inquiry

697 Completed Surveys

31% Response rate

CEO/ Key Leader

77 Completed Surveys

21% Response rate

Market Participant

354 Completed Surveys (23%) – MP1

239 Completed Surveys (15%) – MP2

439 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



Overall, respondents are satisfied with the NYISO

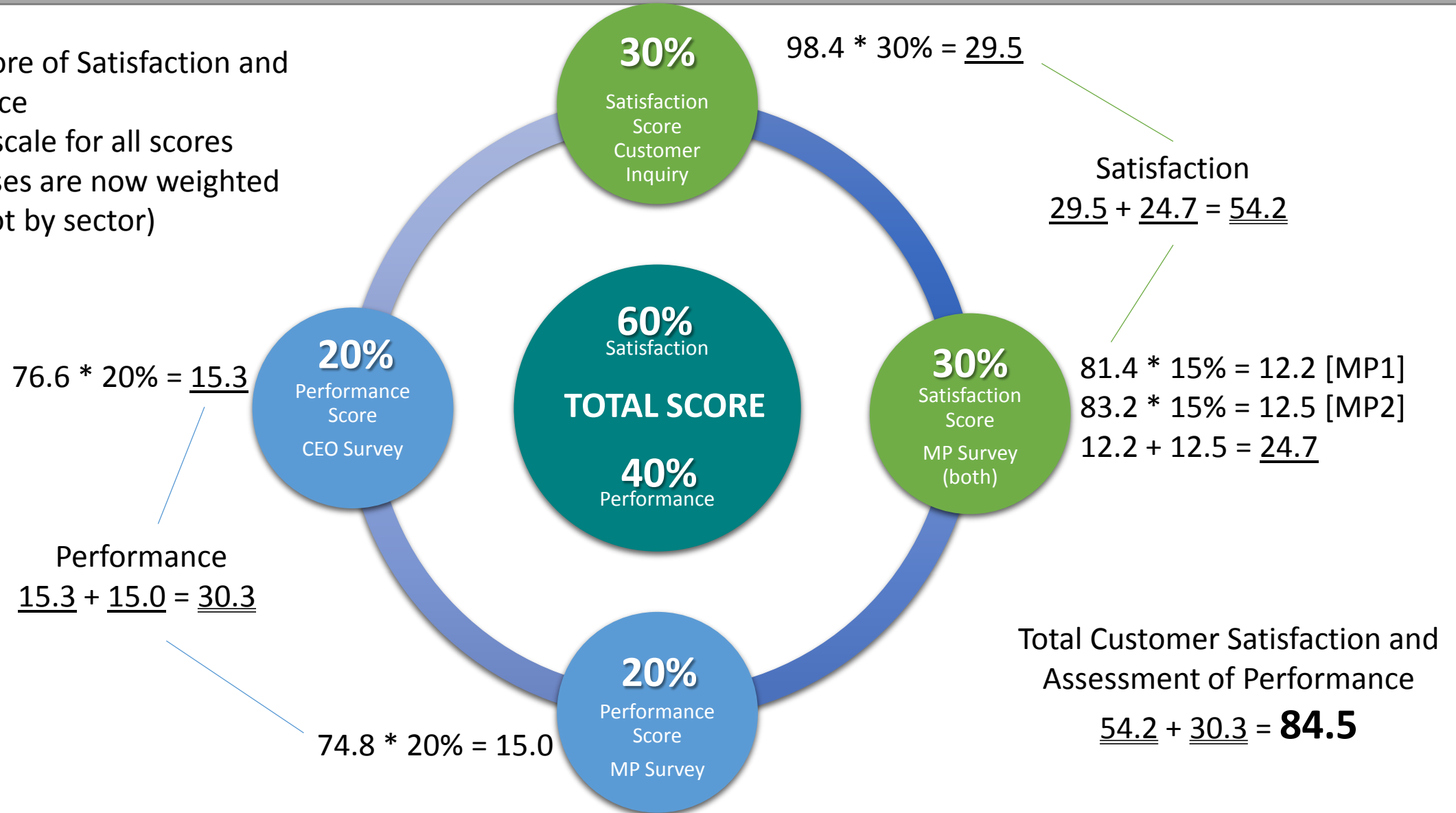
The NYISO personal interaction with customers has continually proven to be its strongest and most positive attribute

Opportunity exists for the NYISO to communicate to the customers and act upon results derived from surveys

A unified score of Satisfaction and Performance moving forward

2018 Customer Satisfaction and Assessment of Performance

- Unified Score of Satisfaction and Performance
- 100 point scale for all scores
- All responses are now weighted equally (not by sector)



Questions?

