

# Live!: Customer Feedback Process

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# Why Change...

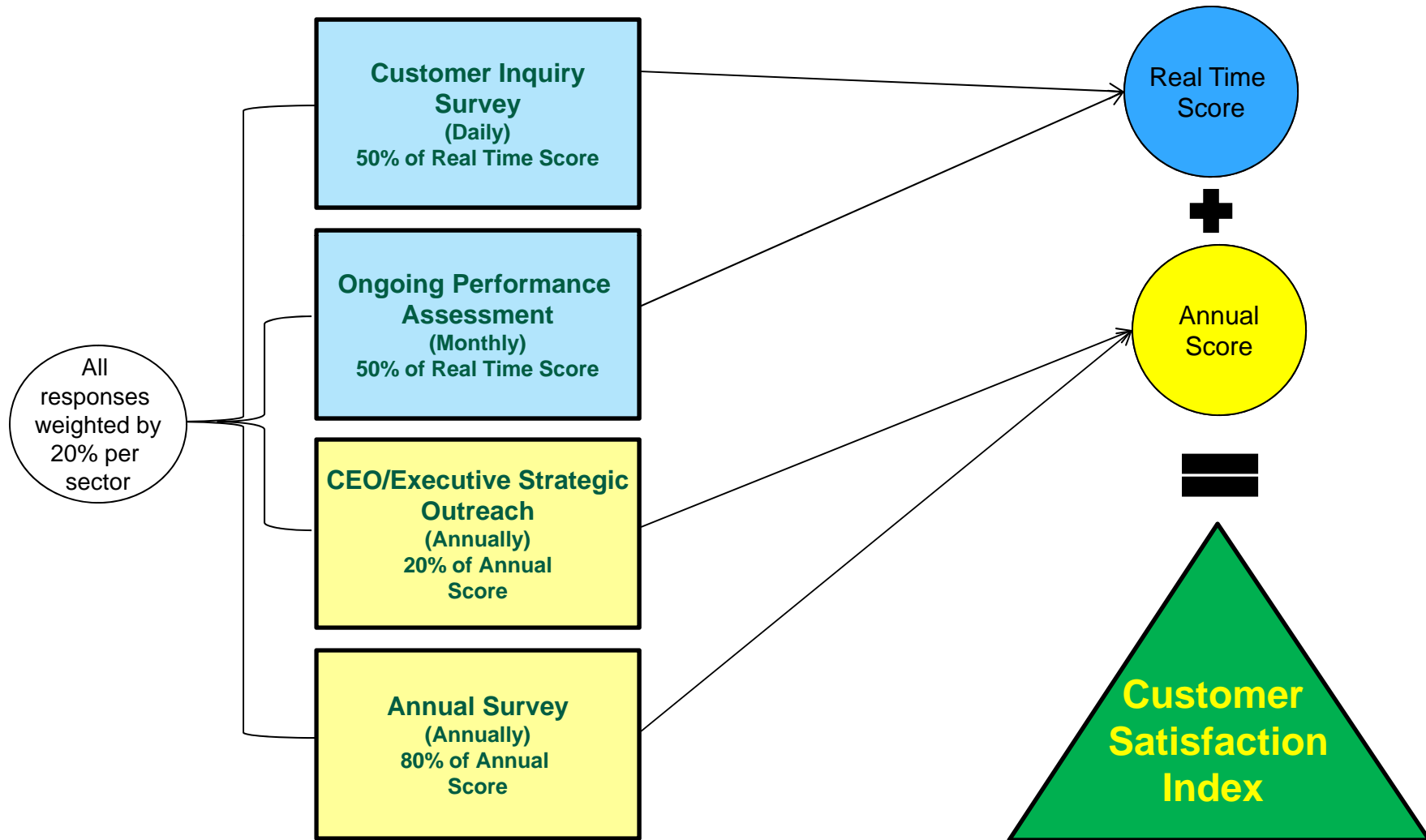
## Problem

- Since inception, the NYISO has conducted an annual Customer Satisfaction Survey -- over the past 5 years, the data have gone relatively flat
- The current format offers limited input for stakeholder feedback in both opportunities and levels of MP organizations
- Corrective action plans are retrospective (12-month lag) with no real-time improvement opportunity
- No common scale for FERC metrics report

## Goal

- Develop a continuous feedback process that incorporates a streamlined survey, real-time feedback and reporting as well as reaching all levels of our customers
- **Provide “best in class” in Customer Satisfaction!**

# New Feedback Process Methodology



# Feedback Channels

## Annual Survey

- ◆ Comprehensive survey administered by an independent vendor, designed to obtain feedback from all NYISO stakeholders.

## Customer Inquiry Survey

- ◆ NYISO receives approximately 8,000-10,000 customer inquiry tickets annually.
- ◆ At ticket closure, customer is offered an opportunity to provide immediate feedback on customer service received based on timeliness and accuracy.

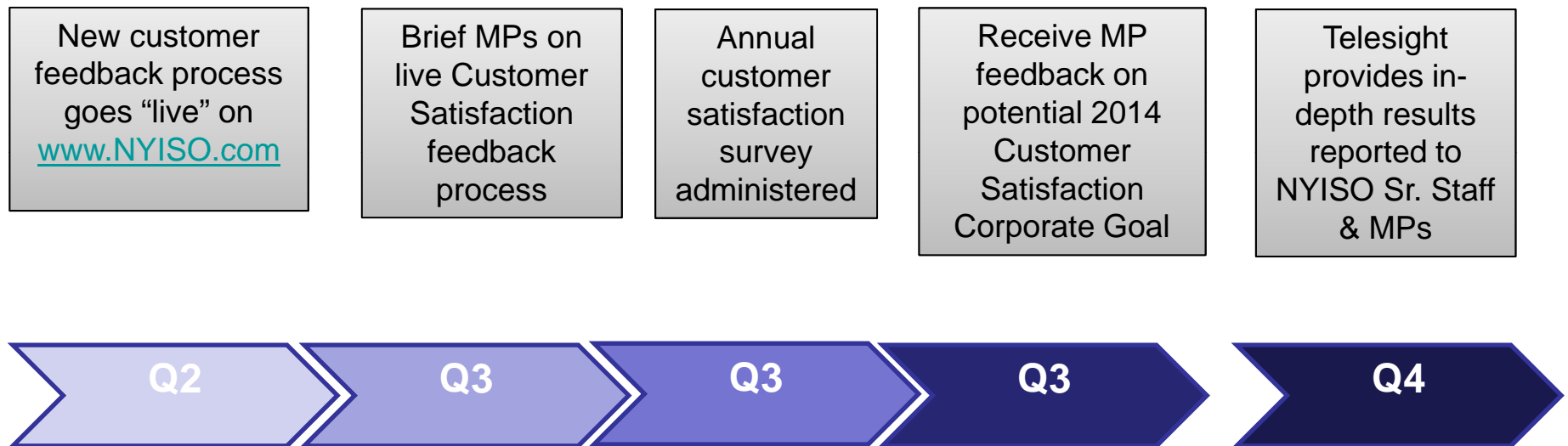
## Monthly Survey

- ◆ Short, focused survey administered monthly by an independent vendor targets multiple layers of our customer's leadership structure.

## CEO / Sr. Leadership Survey

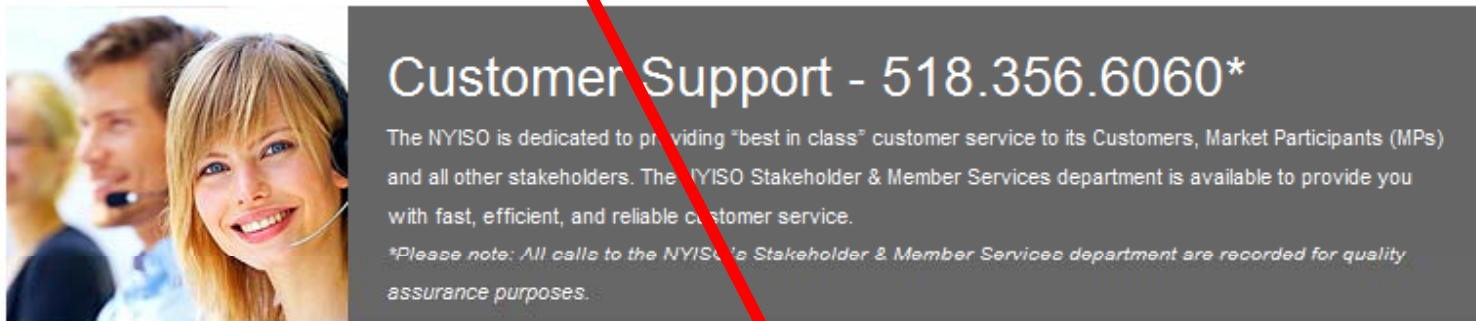
- ◆ Survey is focused on attaining strategic feedback from our customer's senior executives on our performance in executing NYISO's core responsibilities.

# Moving Forward...



Go live in 2013 with an ISO/RTO leading program

# Publicly Available



**Customer Support - 518.356.6060\***

The NYISO is dedicated to providing "best in class" customer service to its Customers, Market Participants (MPs) and all other stakeholders. The NYISO Stakeholder & Member Services department is available to provide you with fast, efficient, and reliable customer service.

*\*Please note: All calls to the NYISO's Stakeholder & Member Services department are recorded for quality assurance purposes.*

At the NYISO, your satisfaction is our number one priority. The Stakeholder & Member Services department (518.356.6060) is available to provide "best in class" customer service 24 hours a day, 7 days a week, 365 days a year.

Customers may contact the Stakeholder & Member Services department by:

- ▶ Calling 518-356-6060 directly for immediate resolution\*
- ▶ Sending an email to [market\\_services@nyiso.com](mailto:market_services@nyiso.com)
- ▶ Submitting a inquiry ticket to the NYISO's CRITAR system at <https://servicemanager.nyiso.com/sm/ess.do>

*\*Please note: All calls to the NYISO's Stakeholder & Member Services department are recorded for quality assurance purposes.*

[Submit A CRITAR \(Help\) Ticket - Click Here Now »](#)

[Customer Satisfaction Index](#)

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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