



Update: Customer Satisfaction Index

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Key Functions

Feedback process provides:

- *Four short, easy-to-complete surveys*
- *Real-time and strategic customer feedback*
- *Feedback from various levels within MP organizations*
- *Preventative measures to avoid survey fatigue*

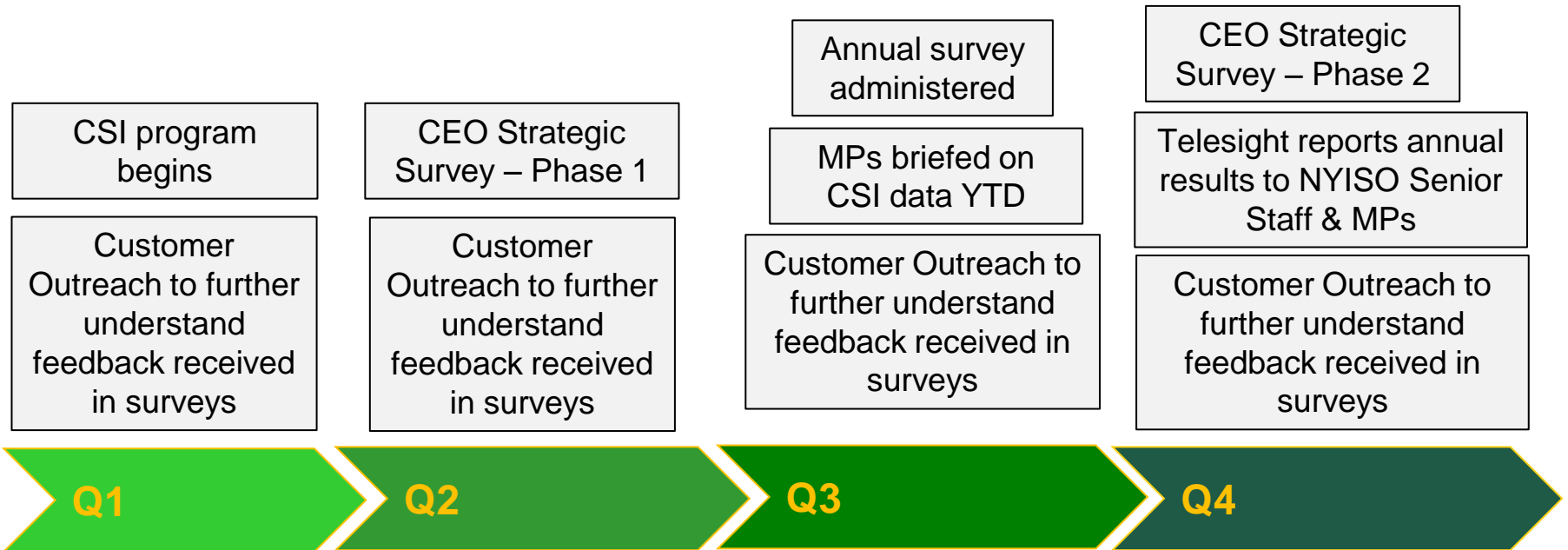
Granular departmental/market data

- *Leverage survey feedback by NYISO department and market segments to provide opportunities for improvement*

Transparent, publicly available results

- *Most feedback data publicly available on NYISO.com*
- *Public data includes scoring and response rates by sector*

2014 overview...



Customer Inquiry Survey & Monthly Surveys are on-going throughout the year

Leverage data to achieve company-wide Best-in-Class customer service!

Looking at the Survey Response Rates

Sector	Inquiry Feedback Rate	Ongoing Assessment Feedback Rate	Executive/CEO Strategic Survey Feedback Rate	Annual Survey Feedback Rate (2013)
Public Power	11%	19%	20%	33%
End Use Consumer	12%	13%	18%	25%
Transmission Owner	18%	15%	67%	34%
Generation Owner	17%	14%	4%	29%
Other Supplier	14%	8%	6%	22%

Feedback Channels

Customer Inquiry Survey (25% of overall CSI Score)

- Opportunity to provide Real-time feedback on the quality of service provided, timeliness & accuracy on the inquiry response (~8,000 tickets annually)
- 8% YTD response rate

Monthly Survey (25% of overall CSI Score)

- Brief, focused survey administered monthly targeting departmental performance
- 10% YTD response rate

Annual Survey (40% of overall CSI Score)

- Comprehensive survey designed to obtain feedback on NYISO processes from all NYISO stakeholders
- 10%* year-over-year response rate improvement (15% - 2012, 25% - 2013, 2014* – administered Q3)

CEO / Sr. Leadership Survey (10% of overall CSI Score)

- Survey focused on obtaining strategic feedback from our customers' senior executives on performance in executing NYISO's core responsibilities
- 14% YTD response rate (Phase 2 administered Q4)

Stakeholder Services and Member Relations perform customer outreach on all survey channels to further understand scores and customer feedback!

Making a difference.....

Results- through the survey feedback you've provided:

- *Implemented "Bold Chat," a new tool designed for service inquiries via web chat interactions*
- *Increased customer communication about key initiatives (JESS / CTS Bidding, Project Prioritization Process)*
- *Customer visits tailored to address customer's needs*

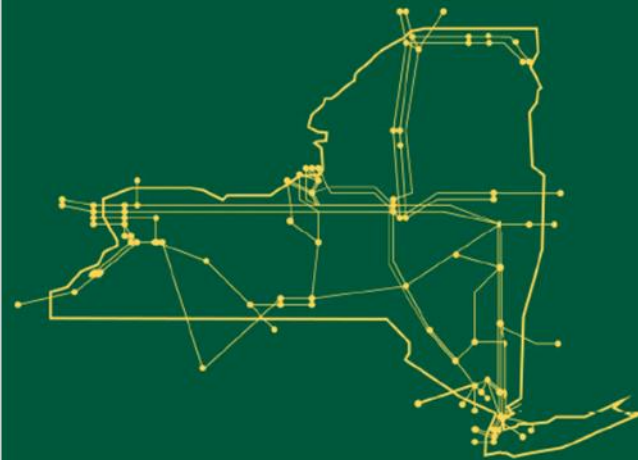
Process improving as a result

- *Increased departmental outreach focusing on customer service – working toward the same goal*
- *Being able to recognize an employee for exceptional customer service, able to share best practices*



**WE NEED YOUR
FEEDBACK!**

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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