

Service Quality Index

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Customer Technical Services



Why an SQL?

- # Augment Customer Survey data
- # Based on objective, quantified benchmark measurements
- # Not based on subjective measures (such as surveys)
- # Examines different metrics of issues that cause grief for market participants

SQL Components

Operations

Markets

Customer Care/Committee

SQL Components

Operations Performance

- Load Forecasting Error
- Emergencies/Alerts/Reserve Activations
- OOM Operation (for NYISO security)
- CPS 2 Performance

SQL Components

Market Operation Performance

- DAM Posting Timeliness (by 11am daily)
- BME Posting Timeliness (by :30 each hour)
- Hours Reserved for Price Correction
- Price Intervals Corrected

SQL Components

Customer Care/Committee Performance

- Helpdesk Ticket Responsiveness
- Market Training Evaluations
- Committee Materials Distribution
- Interest Paid/Charged on True-Ups

Methodology

- # Data gathered from monthly management reports and MIS
- # Indexed data to performance ranges by assigning:
 - *Top value an SQL of 150*
 - *Bottom value an SQL of 50*
- # All components weighted equally

Example

Out Of Merit (for NYISO Security)

- High Point:

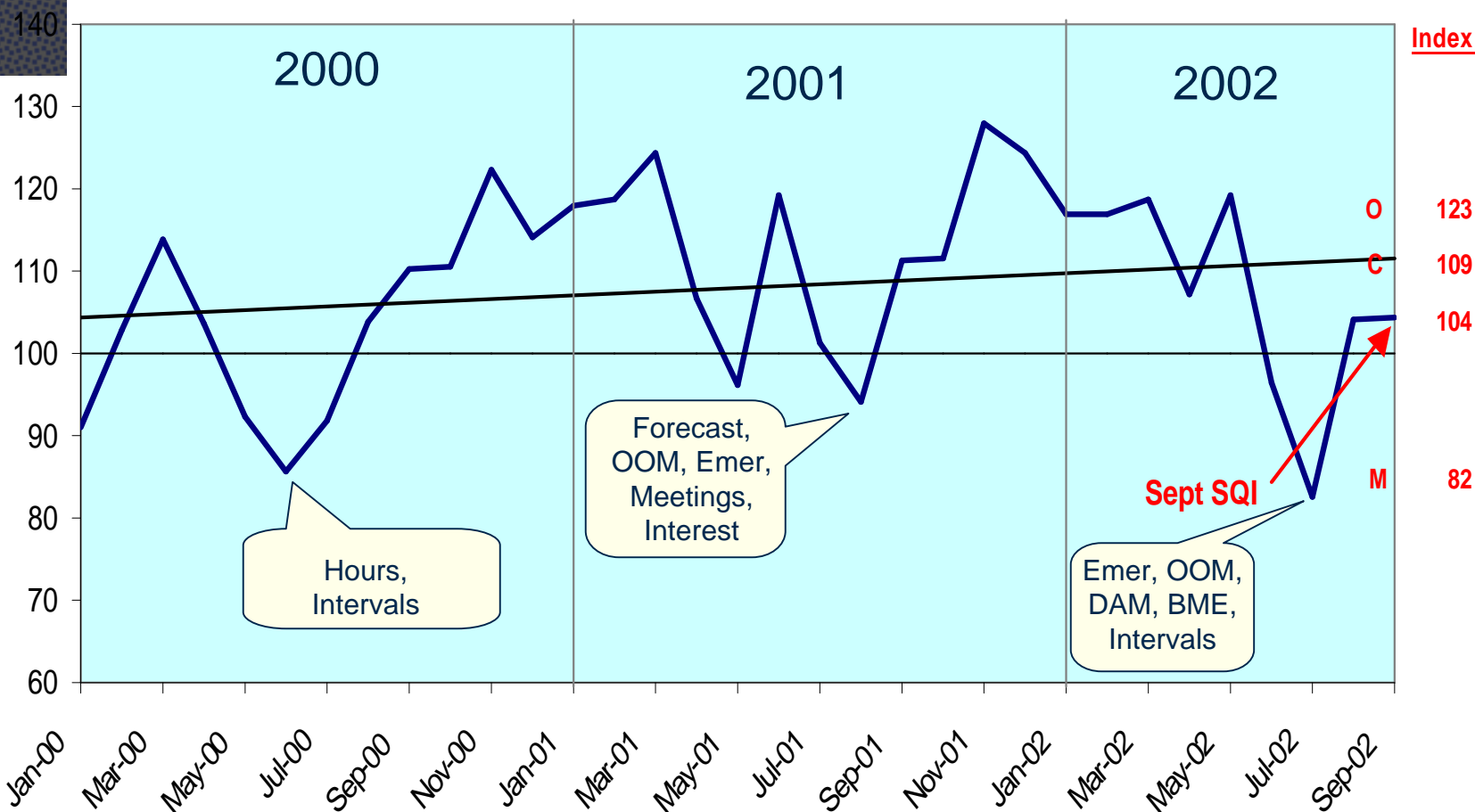
- 100 unit hours of OOM/mo. **SQI=150**

- Low Point:

- 1500 unit hours of OOM/mo. **SQI=50**

- 800 unit hours of OOM/mo SQI =100

NYISO Service Quality Index



Analysis

- # Trend shows steady improvement since inception of the NYISO
- # Although trend is improving, the index shows large swings from month to month
 - Several measures are highly volatile
 - Market services shows greatest improvement
 - Customer Care showed a slight decline

Improvement Efforts

Operations

- RTS
- Load Pocket Modeling
- Improved GT Dispatch

Market Services

- IT Efforts to improve DAM & BME Runs

Communication/Customer Care

- Billing system improvements – more accurate true-ups

Action Plan

- # CTS will update and distribute SQL Report to SMT each month
- # CTS will include SQL report in NYISO's Monthly Board Report

Next Steps

- # Suggestions for other measurements?
- # Questions?